MANAGED CLOUD SERVICES

Infrastructure as a Service (IaaS)

Getronics Managed Cloud Services, Infrastructure as a Service (IaaS) provides flexible, preconfigured and integrated computing resources enabling the delivery of IT services faster, more reliably and at a lower cost than with traditional Data Centre models. The service is secure, scalable and offers high performance and availability – enabling the most demanding and mission critical workloads to run with confidence.

The Service

Getronics differentiates our IaaS offering from public cloud IaaS by utilising our credentials in ITIL* Service Management to provide fully managed Virtual Machines (VMs), storage and network connectivity. Customers can opt to protect these fundamental computing resources through our integrated backup and recovery service, with full Disaster Recovery services readily available to provide maximum resilience.

The provision of IaaS VMs, storage, networks and other fundamental computing resources enable our customers (IaaS 'tenants') to deploy and run their own software – which can include databases, middleware and applications.

Getronics' standard service is to manage all components of the underlying IaaS platform, up to and including a Getronics template Operating System image. This may not meet all tenant requirements so our IaaS offering also provides options for the Operating System to be managed by a third party (such as for development and test activities) or for a VM to be migrated as-is from its existing hosting location. Third party management of storage, backup, restore and network is not permitted.

Onboarding

Initial onboarding to Getronics Managed Cloud Services IaaS involves a collaborative engagement between the new tenant and our Getronics' solution team. We understand that every customer has different requirements and these are worked through during the solution process, this includes defining the specific program of migration (for example, existing VMs and data) for each tenant.

The initial resource volume is agreed and provisioned from the existing IaaS platform. Access credentials are then provided to the tenant and subsequent requests can be made via our services portal or through our Service Desk.

Billing and Reporting

Getronics will provide structured monthly reporting detailing service availability, volumes consumed and performance statistics. Billing is invoiced one month in arrears based on the resource consumed during that month.

Security

Getronics ensures the service is secure by hosting in ISO27001 certified Data Centres, the use of secure multi-tenant technical designs and VPN connectivity.
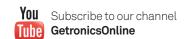
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