



Empower Your Business with:

Multi-Cloud Managed Service by Wanclouds

Introduction

Wanclouds' Multi-Cloud Managed Service empowers businesses to fully leverage IBM Cloud environments. Recognizing that each organization has distinct needs, we offer customized solutions that ensure your applications and workloads run smoothly, securely, and efficiently across cloud platforms.

Whether you aim to scale using cloud agility, ensure continuity through multi-cloud or hybrid cloud setups, or optimize costs with strategic cloud use, Wanclouds is your trusted partner. Our comprehensive approach to managing hybrid and multi-cloud environments reduces complexity, allowing you to concentrate on innovation and growth. With Wanclouds, you can navigate the dynamic multi-cloud landscape with confidence, enhancing efficiency and staying competitive.

Key Features of Wanclouds Managed Service Offering

We offer a comprehensive suite of managed services designed to ensure seamless operation, optimal performance, and robust security across various IT environments. Our offerings encompass system administration, cloud infrastructure monitoring, cloud infrastructure management, cost optimization, firewall administration, database/storage administration, as well as backup and recovery.

System Administration:

- Managing Active Directory, local user accounts, and system permissions.
- Performing installations, updates, patching, and performance tuning.
- Responding to alerts, and troubleshooting issues.
- Overseeing server provisioning, custom configurations as well as conducting backups and restores.

Cloud Infrastructure Monitoring:

- Real-time monitoring for performance, availability, and. Single pane of glass for monitoring, Monitor multi-vendor infrastructure.
- Monitoring of network devices such as Gateway Appliances and Firewalls (Juniper vSRX, VRA), load balancers as well as Windows, Linux servers, Kubernetes deployments, and more.
- Timely alerts and notifications for rapid issue resolution.
- Comprehensive reporting for informed decisions, tailored for SMEs.
- Integration with existing Cloud Native monitoring tools for seamless operation.
- Customizable monitoring dashboards for tailored insights.
- Automated incident response to minimize downtime.

Cloud Infrastructure Management:

- Configuration, provisioning, and maintenance across multiple IBM Cloud infrastructure (IBM Satellite, Redhat OpenShift Kubernetes Clusters, IBM Kubernetes Service, IBM Cloud Classic, IBM Cloud, VMware on IBM Cloud, SAP Workloads).
- Automated tasks for enhanced efficiency and scalability.
- Centralized control for simplified management.
- Continuous optimization to align with business objectives.
- Compliance with industry best practices and security standards.
- Role-based access control for enhanced security.

Infrastructure Optimization:

- Maximizes cost efficiency by eliminating wasteful spending.
- Optimization of resource allocation to reduce overhead.
- Ensures optimal performance without unnecessary expenses.
- Resource tagging for cost allocation and tracking.

Firewall Administration:

- Configuring, managing, and maintaining firewalls to ensure network security
- Implementing and updating firewall rules and policies
- Conducting regular audits and assessments to ensure compliance with security standards.
- Troubleshooting and resolving firewall-related issues
- Performing regular backups and restores of firewall configurations
- Staying updated on the latest security threats and best practices to enhance firewall defenses.

Database/Storage Administration:

- Recommend hardware and software for optimal performance and scalability
- Implement and manage database backups and ensure data integrity
- Monitor database performance (memory, CPU, disk I/O) and troubleshoot issues
- Develop response plans for database incidents and outages
- Perform database design, tuning, and optimization
- Prepare and provide regular database performance and health reports

Backup and Disaster Recovery:

- Backup Windows, Linux, Containerized workloads, Cloud configuration, and Data
- Restore on-demand in the case of a disaster across regions in the cloud
- Leverage Wanclouds unique capabilities to create cost-effective and efficient DR solution according to the organization RTO and RPO objectives
- Capabilities to set up DR sites across different cloud environments.
- Wanclouds will assist in setting up the destination environment for either Warm DR where everything is pre-set and simply data sync with the latest backup is required or Cold DR, where everything can be restored from the COS bucket.

For an other request not covered above, you can **reach out to us** and we can create a custom plan for you.

For Existing IBM Cloud Managed Hosting Customers

The following services will be offered to existing IBM Cloud customers ensuring a smooth experience and transition. In addition, Wanclouds will assign a designated cloud engineer to assist the customers with their managed services as highlighted below.

IBM Cloud Server Management

- 24x7x365 server monitoring using agents for daily operations reporting, real-time dashboards, and monthly activity reports on availability, trouble tickets, performance, and capacity metrics.
- Manage Active Directory and local users.
- Install software and operating systems as required.
- Oversee server provisioning and custom configurations.
- Monitoring up to six TCP ports per server (e.g., HTTP, HTTPS) for service availability, network status events, process status, file system, and capacity.
- Tracking key performance metrics for the OS, select applications, and databases.
- Email or ticket notifications to clients when monitored items reach agreed thresholds.
- Incident management for issue resolution, including server and application restarts as per client scripts.
- Problem management to address infrastructure issues and recurring problems, including script development to mitigate issues when thresholds are exceeded.
- Configuration management to assist with client-initiated changes, recording hardware configuration details, and running client-provided scripts for system information.
- Perform regular monthly and unscheduled system patching.
- System administrators may occasionally recommend performance, capacity, and utilization enhancements based on data and IT expertise.

Security Management

- Configuring, monitoring, and restoring Vyatta gateways, VLANs, and VPN tunnels according to client specifications.
- Monitoring VPN tunnels
- Implementing and updating firewall rules and policies and routing tables.
- Implement best practice server hardening to protect against vulnerabilities.
- Apply patches for operating systems and databases.
- Conducting regular audits and assessments to ensure compliance with security standards.
- Troubleshooting and resolving firewall-related issues.
- Performing regular backups and restores of firewall configurations.
- Staying updated on the latest security threats and best practices to enhance firewall defenses.

Storage and Database Management

- Expert provisioning and maintenance of Microsoft SQL and MySQL databases.
- Monitoring of existing local and external storages (NAS, SSDs, block and file storages)
- Assistance in provisioning and configuration of storages
- Recommend hardware and software for optimal performance.
- Establish plans for database growth and scalability.
- Implement and manage database backups.
- Monitor database performance, including memory, CPU, and disk I/O.
- Develop response plans for database issues.
- Prepare and provide database performance reports.
- Optimize database performance.
- Provide consultation on database design and performance.

Price

Price remains the same for existing IBM Cloud Managed Service Customers. For new customers, consult with Wanclouds Sales.

Why Choose Wanclouds for Managed Services

Wanclouds offers expertise from professionals with extensive knowledge tools, and experience on IBM Clouds. Our managed service solutions is flexible and designed to adapt to your unique business requirements and objectives.

We have a strategic partnership with IBM Cloud and have worked with 100s of IBM Customers leveraging our cloud offerings. More importantly, our services have been rated with a very high customer satisfaction score across a wide variety of IBM Cloud tenants. We take pride in going above and beyond the normal call of duty to keep the environment up to date as well as secure and optimized.

With a proven track record of reliability, you can count on Wanclouds to deliver consistent and dependable managed services.

Service Level Agreement (SLA):

- Wanclouds offers support tailored to customers needs ranging from 8x5 business days support to 24x7 support.
- Clients can request support by opening a ticket via the **Wanclouds Support portal** or contacting their dedicated Account Managers. Additionally, clients can reach out to our Support Team via support tickets, phone call, or email, depending on the situation's severity and established procedures for the client's account.

Wanclouds Inc. is a leading multi-cloud SaaS solution and managed service provider. We help enterprises with cloud deployments, migrations, disaster recovery, and protecting their cloud infrastructure in time and cost-efficient ways.

We look forward to assisting you on your **IBM Cloud journey**

**Get Started: [Submit a request on our website](#) or [Contact us sales@wanclouds.net](mailto:sales@wanclouds.net)
or Visit: www.wanclouds.net**