



**invenioLSI Private Cloud and SAP Application
Management Services (AMS) for Regulated Industry Clients**

State and Local • Education • Federal • Healthcare • Utilities • Transportation



Contents

Introduction.....	03
Why Cloud?	04
The Journey to the Cloud	05
How Secure is our Private Cloud	06
Our Core Differentiators.....	07
Cloud Management tools by AWS	10
Cloud Management tools by Azure	11
SAP Application Management Services.....	12
Service Models	13
LSI Framework	14
LSI Performance & Monitoring Tools	15
SAP Solution Manager Scenario	16

Introduction

As organizations in Regulated Industries such as State & Local Government, Education, Healthcare, Utilities, and Transportation look to embrace digital transformation, LSI is helping pave the path and reveal the concepts of Cloud, Hosting, AMS, and the tools that drive innovation. Supporting, maintaining, and enhancing your IT system landscape can tie up considerable resources.

With Hosting and AMS from invenioLSI, you can reduce the costs of managing your SAP landscape and free up resources to positively impact business transformation and performance.

Our AMS program can help organizations to achieve operational and strategic objectives, while providing technical expertise, dependable support, and continuous knowledge management. invenioLSI supports the entire lifecycle of your SAP environment from planning, implementing, operating, migrating, optimizing and extending your application landscape to the Cloud.

This document will walk you through invenioLSI's private cloud and SAP AMS for regulated industry clients. Take a deep dive into the value add tools, packages, services, and how to engage.



Why Cloud?

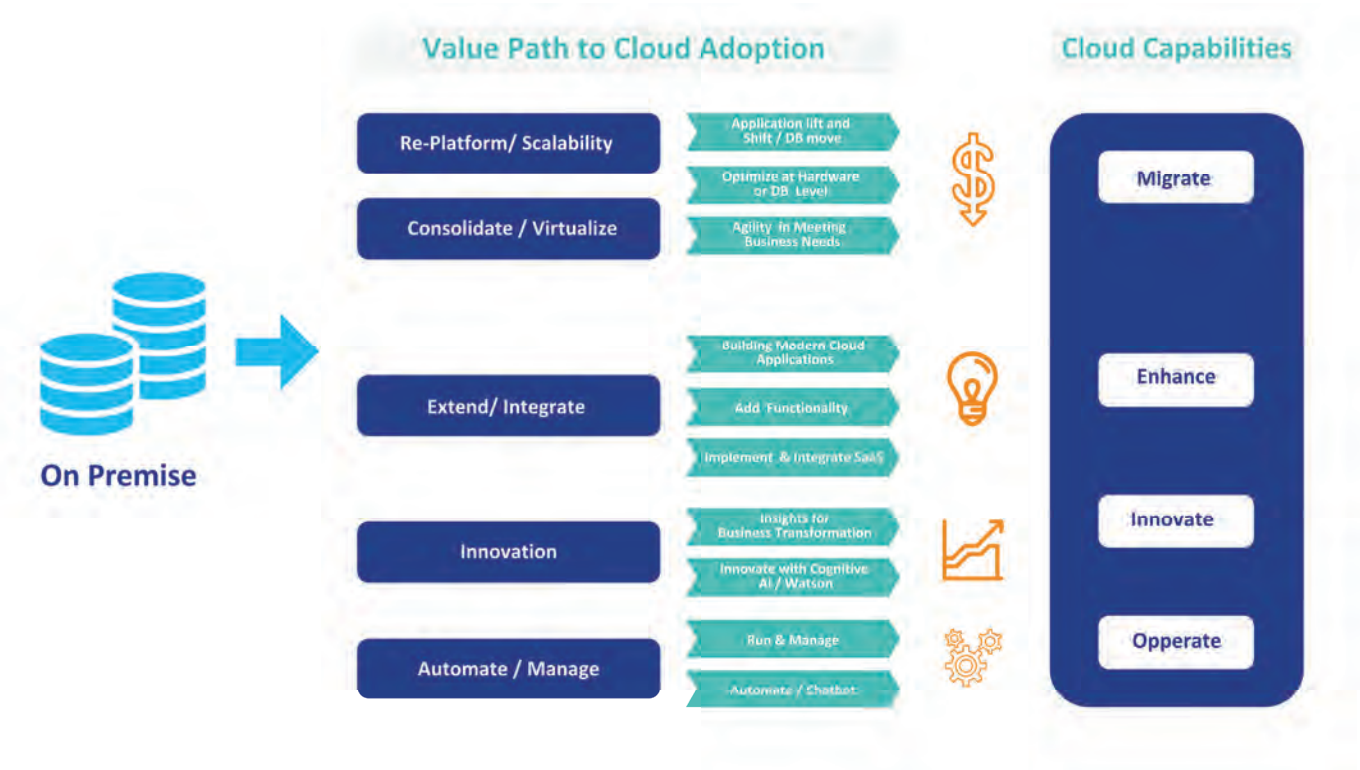
Many businesses have adopted cloud computing for their operations in the past few years. Cloud computing or on-demand computing as it is called refers to a system of using computer services over the internet.

Companies spend large amounts of money developing and installing software to improve their operations. Cloud computing enables your business to access software on the internet as a service. Cloud computing is also a safe way of storing and sharing data.

Your staff can access the service at any time and from any location to complete their tasks.



The Journey to the Cloud



Implications for Your IT landscape

Public sector leaders are considering environments that best enables these strategic priorities and meets expected future requirements. The environment that best enables new initiatives needs to be:

- **Cost-effective:** providing progressive scaling;
- **Elastic:** scale capacity with your changing requirements;
- **Flexible:** allows resizing of compute capacity; allowing you to quickly scale up and down for special projects such as SAP HANA migrations;
- **Staffing options:** you decide which tasks you want us to perform, and which you prefer to keep inhouse;
- **Secure:** we configure your security and network access as needed.
- **Agile:** kick off new projects immediately (instead of waiting to order and provision hardware);
- **Efficient:** administrators can manage a much larger number of systems compared to on premise; due to our availability;
- **Ability to innovate:** you can quickly prototype new technologies which may leverage services available in the Cloud-like Blockchain, Machine Learning, etc.

How secure is our Private Cloud?

Why our Private Cloud • single-tenancy • for S/4HANA, BW/4HANA?

- Digital government
- Data-driven government
- Citizen engagement

Our Understanding of Public Sector Strategic Priorities

Leading public sector organizations plan to capture new opportunities by driving customer experience, focusing on a change in productivity, and empowering innovation culture. Leaders focus on these three strategic priorities:

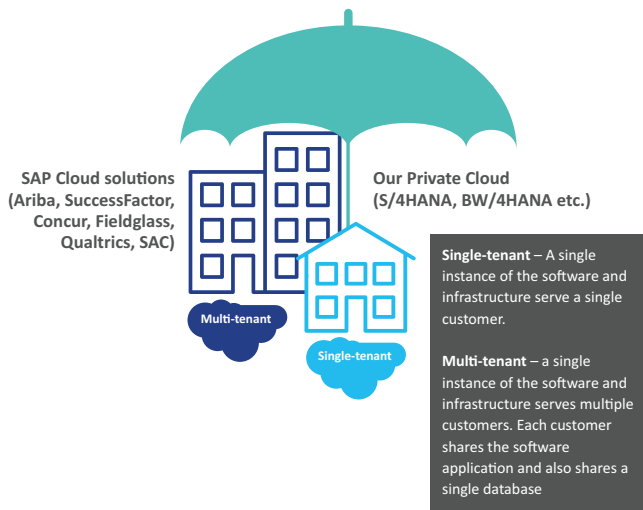
FedRamp certified: meets the highest US Government standards

Our cloud partners (AWS, Azure) are FedRamp certified, so the data center infrastructure meets the highest US Government standards. The LSI Cloud infrastructure has been designed and is managed in alignment with regulations, standards, and best practices, including: Federal Risk and Authorization Management Program (FedRAMP), Service Organization Controls (SOC) 1 / American Institute of Certified Public Accountants (AICPA): AT 801 (formerly Statement on Standards for Attestation Engagements [SSAE] No. 16) / International Standard on Assurance Engagements (ISAE) 3402 (formerly Statement on Auditing Standards [SAS] No. 70), SOC 2, SOC 3, Payment Card Industry Data Security Standard (PCI DSS), International Organization for Standardization (ISO) 27001, ISO 27017, ISO 27018, ISO 9001, Department of Defense (DoD) Security Requirements Guide (SRG) Impact Levels 2 and 4, Federal Information Security Management Act (FISMA), US Health Insurance Portability and Accountability Act (HIPAA), FBI Criminal Justice Information Services (CJIS) and National Institute of Standards and Technology (NIST) 800-171.



Our Core Differentiators

Our PMC (Partner Managed Cloud) Bundle provides both single- and multi-tenancy options below, service, software and cloud under ONE UMBRELLA.



- SAP Gold Partner: Certified in all Public Sector-related apps
- Certified AWS, Azure, Google Cloud Platform (GCP)
- Our Proven track record – across all service offerings over the last 22+ years – see details
- Our Reference architecture: proven templated approach for reduced project risk, timeline and cost
- Our Data Management and Storage advisory services – with significant cost benefits
- Our Bundle: [PMC + Cloud Migration + HANA Migration + Modernization + Hosting+ AMS]



Value Proposition: Services, Software, and Cloud Packaging

PMC/NS2

Partner Managed Cloud Software Resell of full SAP Suite in a 3,6,9 Year Subscription Bundle papered fully via invenioLSI

Software

Partner Edge VAR Indirect Reselling of full SAP Suite of Products including SAP S/4HANA, SAP HANA, SAP Analytics Cloud, SAP SuccessFactors, SOLEX, SAP Ariba, SAP Concur, SAP Solution Extensions, and much more.

Hosting

Certified re-sellers of AWS, Azure, Google Cloud Platform (GCP)

invenioLSI recognizes the need to provide Hosting support services, tailored to the needs of our clients. Hyperscalers only provide infrastructure support, whereas the Private Cloud offering from invenioLSI [based on AWS, Azure or Google Cloud Platform infrastructures] includes their support, and much more.



Cloud Computing Hosting and Support Services

	invenioLSI Private Cloud	AWS/ Azure/GCP
Infrastructure support: systems and applications are up and performing as per the Service Level Agreement (SLA).	X	X
Backups performed regularly, troubleshooting system crashes, recovering databases if necessary.	X	
Apply operating system and database patches as needed.	X	
Perform transports, SAP application mPerform transports, SAP application monitoring, day to day Basis support, security, applying OSS notes, applying HR Support packs and SAP application specific support packs.	X	

SAP Application Technical/Functional Support Services

For a more detailed description please see page 10

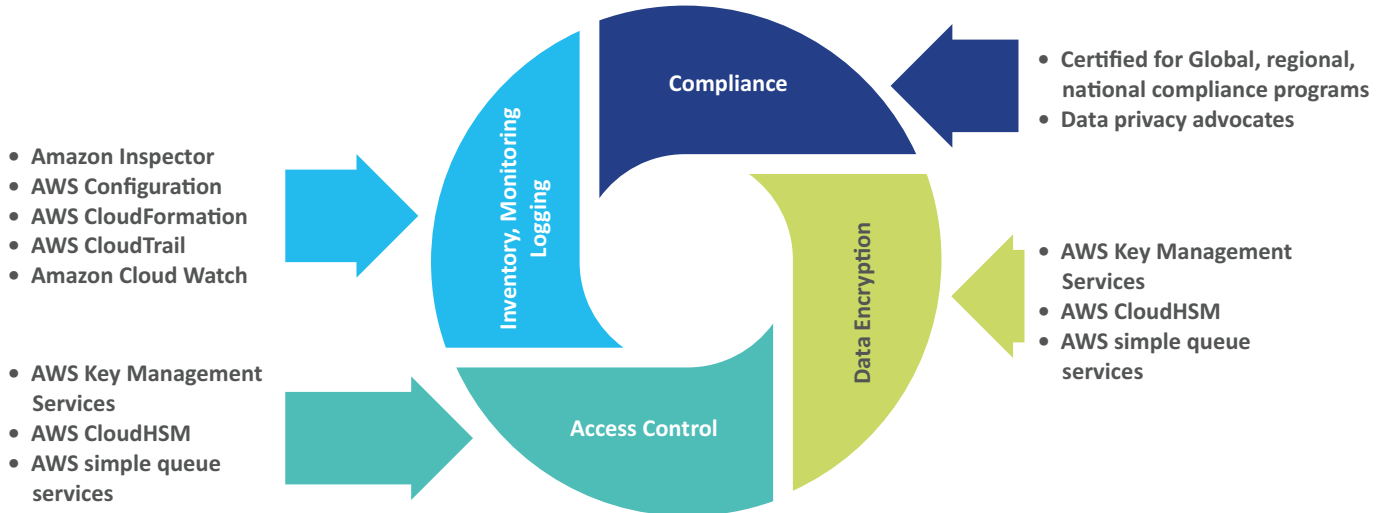
	invenioLSI Private Cloud	AWS/ Azure/GCP
SAP application functional support svcs will include functional Finance (New GL, FM, GM etc.), HCM, SuccessFactors, Ariba, CRM etc.	X	
SAP application technical support services will include Basis, BW, BW/4HANA, Security, Portal, Gateway, Fiori etc.	X	

You have the option to choose some, or all of the above service offerings

Our PMC (Partner Managed Cloud) Bundle provides both single- and multi-tenancy options below, service, software and cloud under ONE UMBRELLA.

- On-premise clients (typically ECC or S/4H + SRM + CRM + Analytics)
- Hosted clients (same as above but hosted by invenioLSI or another hosting company)
- SAP native cloud solutions (Ariba, SuccessFactors, Concur, Fieldglass, Qualtrics)
- Hybrid (combination of the above)

Cloud Management Tools AWS



invenioLSI provides services that help you protect your data, accounts, and workloads from unauthorized access. Using AWS tools LSI is able to have data protection services to provide encryption and key management and threat detection that continuously monitors and protects your accounts and workloads. Identity Services enable us to securely manage identities, resources, and permissions at scale. Also a comprehensive view of your compliance status and continuously monitor your environment using automated compliance checks.



Cloud Management Tools by Azure



Monitoring

- Customer Solution (SDK)
- Azure Activity Logs
- OMS Gateway
- Services Map Preview
- Azure Monitor Preview
- Network Monitor (NPM)
- Service Map (GA)
- Network Performance Monitor
- ITSM Connector
- Azure Alert Remediation
- Integration
- Graphical Runbook Support for native Powershell
- Integration with Azure Scheduler and Webhook
- Interactive Powershell in Azure Portal



Operations

- IaaS VM Backup for Premium Storage
- VMware VM Backup
- Azure SQL Native Backup Experience
- Backup of VMs Encrypted with Azure Disk Encryption
- Exclude Disk and Premium Storage Support for Recover to Azure
- Encryption at Rest
- DR Support for Azure IaaS
- Recover Files/Folders of IaaS VM Backup
- Patch Across Windows and Linux
- Windows File and Process Change Tracking



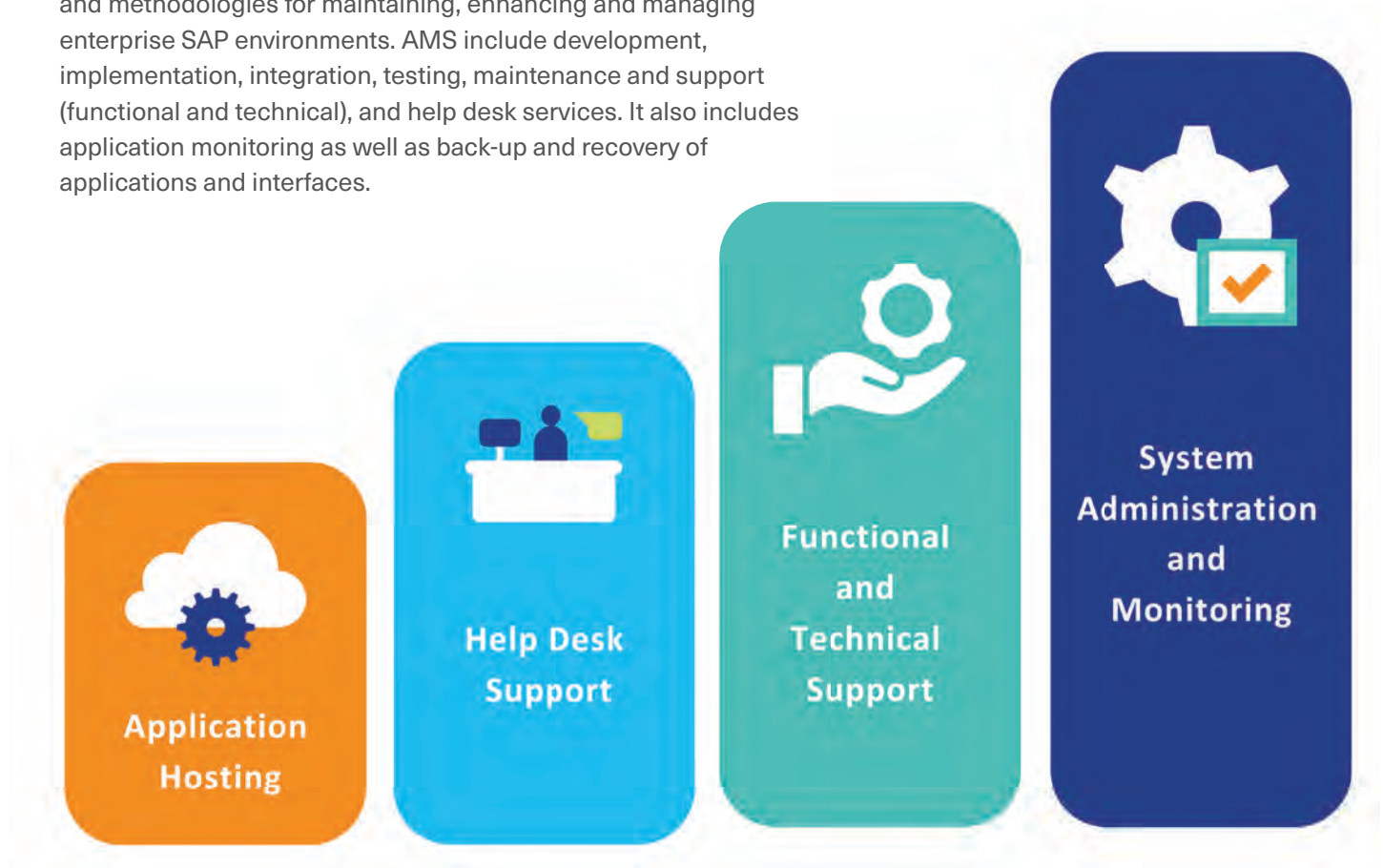
Security

- Vulnerability Assessment
- Additional Threat Detections
- Enhanced Security Incidents
- threat intelligence Reports
- Symantec and Trend-Micro for malware assessment solution
- Support for Common Event Format (CEF) logs
- JIT Access to Network Ports and App Whitelisting on Azure IaaS VMS



SAP Application Management Services

SAP Application Management Services (SAP AMS) are processes and methodologies for maintaining, enhancing and managing enterprise SAP environments. AMS include development, implementation, integration, testing, maintenance and support (functional and technical), and help desk services. It also includes application monitoring as well as back-up and recovery of applications and interfaces.



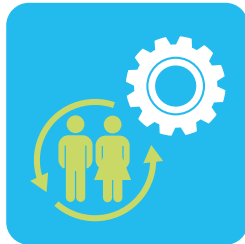
- **Application Hosting.** We offer the ability to host your SAP applications with us. Our team of highly qualified architects can develop the ideal solution set to help you achieve the results you seek.
- **Help Desk Support.** We offer help desk coverage for SAP users in your organization. Our help desk staff continually assesses opportunities for improvement in incident management and call resolution.
- **Functional and Technical Support.** Our functional consultants leverage their experience across multiple engagements and domains to assist business process owners in change management initiatives. Our expertise extends across core SAP R/3 modules and mySAP Business Suite components.
- **System Administration and Monitoring.** Our system administration team supports implementation and rollout for new SAP projects through system configuration support and transport management, while our monitoring team uses SAP-provided tools such as CCMS and Solution Manager to monitor SAP system performance and execute corrective and routine maintenance activities such as backup and archival. Together, these teams are responsible for optimizing service levels, capacity, and availability management.

Service models

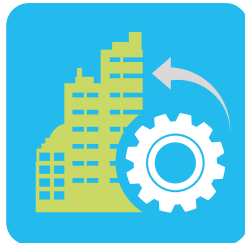
LSI recognizes five models for the support of SAP applications. The selection of the right model is based on various factors like customer readiness, application stability and business criticality.



In the first model is the **Dedicated Model** there is physical presence at the client's site premise. Most suitable for complex projects that require extensive business analysis. Client has direct control on the project execution at the resource level.



In the **Shared Service Model**, your company chooses for an effective outsourcing of your support. Typically, in this situation, the service is guaranteed through Service Level Agreements. The focus of this model is based on a reduction of the cost of the SAP support.



The **Staff Augmentation Model**. In this model, your company chooses to keep full control over its support. In this scenario, LSI delivers ad hoc resources towards specific areas in your company that are facing peaks in workload as a result of migration, upgrades or other project support.



The **Offshore model** is services outside the United States. Advantage of cost arbitrage due to lower overheads in offshore location. Access to multiple technologies and skill sets.



The **Hybrid of the above model** is a client specific combination of onsite, offsite and offshore delivery. Flexibility to design the most robust outsourcing model to fit client needs.

invenioLSI Framework



LSI provides a flexible structure that enables businesses to fine-tune application management services (AMS) to their IT and business objectives.

With LSI's AMS Services for SAP environments ranging from day-to-day support to full-fledged services. The customer can choose the right support model and let us help your business scale as you require it.

	Tier 1	Tier 2	Tier 3
Hosting	AWS/Azure Enterprise Professional Direct Client Any 50	AWS/Azure Business Standard Client Any 35	AWS/Azure Business Standard Client Any 15
Service Offering	Up to 3,000 hours annually	Up to 2,000 hours annually	Up to 1,000 hours annually
Tracking Tools	JIRA Service desk/ Solution Manager HANA Studio/ Solution Manager	JIRA Service desk/ Solution Manager HANA Studio/ Solution Manager	JIRA Service desk/ Solution Manager HANA Studio/ Solution Manager

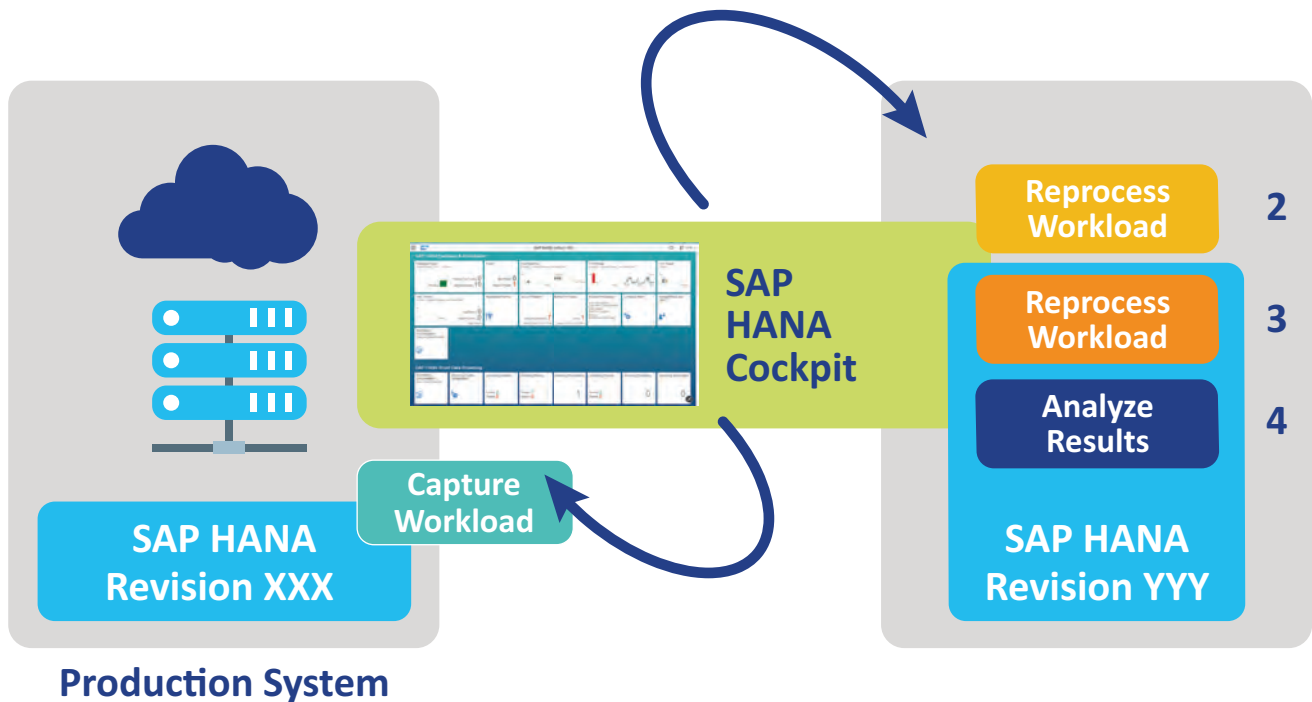
invenioLSI Performance & Monitoring Tools

SAP Solution Manager is a platform to manage life cycle of your SAP solution in a distributed environment.

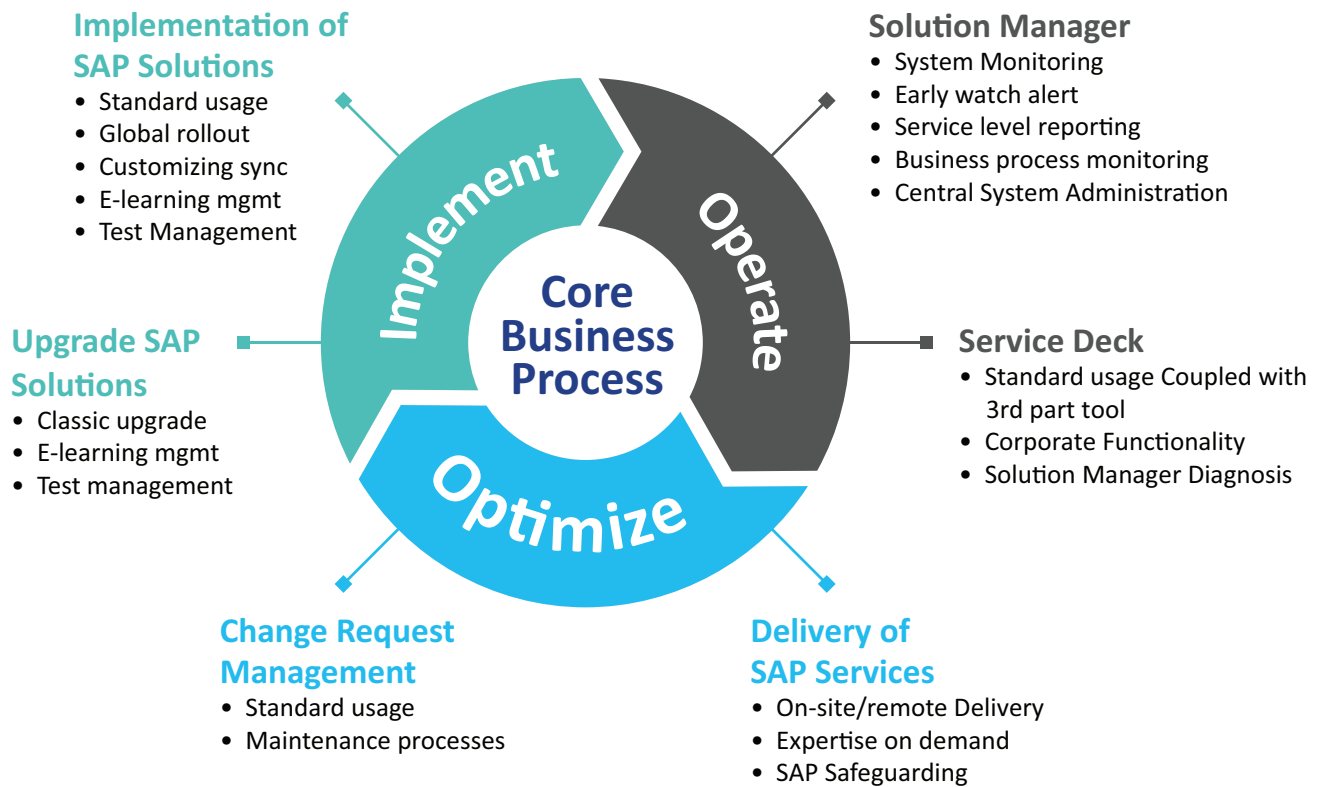
The key features of SAP Solution Manager are:

- It provides tools, methods, and process management content that can be used during preparation of business blueprint, configuration, and implementation.
- Using SAP Solution Manager you can ensure that SAP solution environment is operating at its maximum potential with minimum cost.
- SAP Solution Manager provides integration tools for SAP BASIS Administrators to manage underlying infrastructure and application and business processes.
- It reduces the amount of effort required to manage the centralized SAP and nonSAP systems.
- In a distributed environment, SAP Solution Manager is managing system and SAP applications like- S/4HANA, BW/4HANA etc., and also covers non-SAP systems in the solution life cycle.

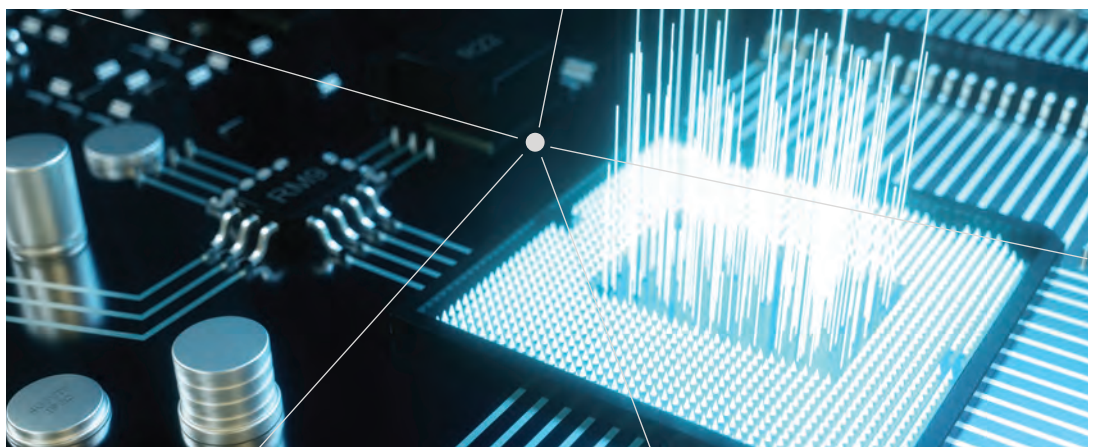
One Integrated toolset and Simulation based on Real workloads



SAP Solution Manager Scenario



The SAP HANA cockpit and the SAP HANA studio provide a number of monitoring tools; the Performance Monitor of the SAP HANA cockpit is particularly useful for analysis as it shows side-by-side visual displays of both system performance and the workload currently being applied.





Succeeding Together

About invenioLSI

invenioLSI is the #1 independent SAP solutions provider serving the Public Sector as well as offering specialist skills in the media and entertainment sector. We bring deep expertise combined with advanced technologies to enable organizations to modernize so they can run at the speed of today's business.

We know how to navigate the extraordinary complexities of international businesses and public sector organizations, working with stakeholders to drive change and create agile organizations of tomorrow using the technologies of today.

Contact us:

EAST COAST, HQ

978.261.6100

**303 Wyman Street Suite 300
Waltham, MA 02451**

RALEIGH NC

978.261.6100

**555 Fayetteville St,
Industrious, 3rd Floor
Raleigh, NC 27601**

WEST COAST

858.342.6665

**550 W B Street, 4th Floor
San Diego, CA 92101**

invenioLSI.com

sales@invenioLSI.com

