



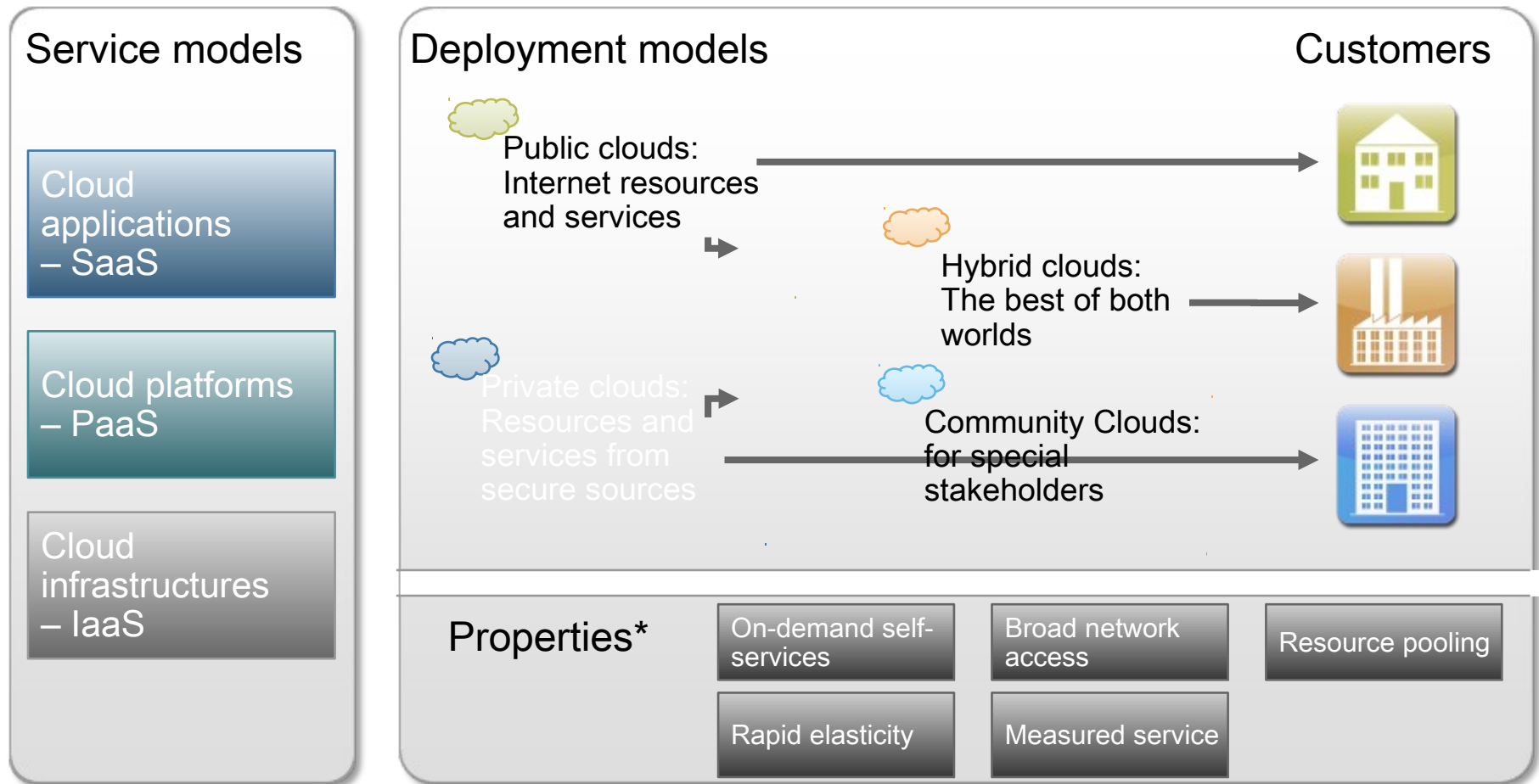
# Dynamic Services from T-Systems: Enterprise Cloud Computing in practice

Central & Eastern European Software Engineering Conference, Moscow, November 1, 2011  
Stohr, Head of SAP Global Services Architecture, T-Systems

.. **T** .. **Systems** ..

# Best of clouds – which clouds do we mean?

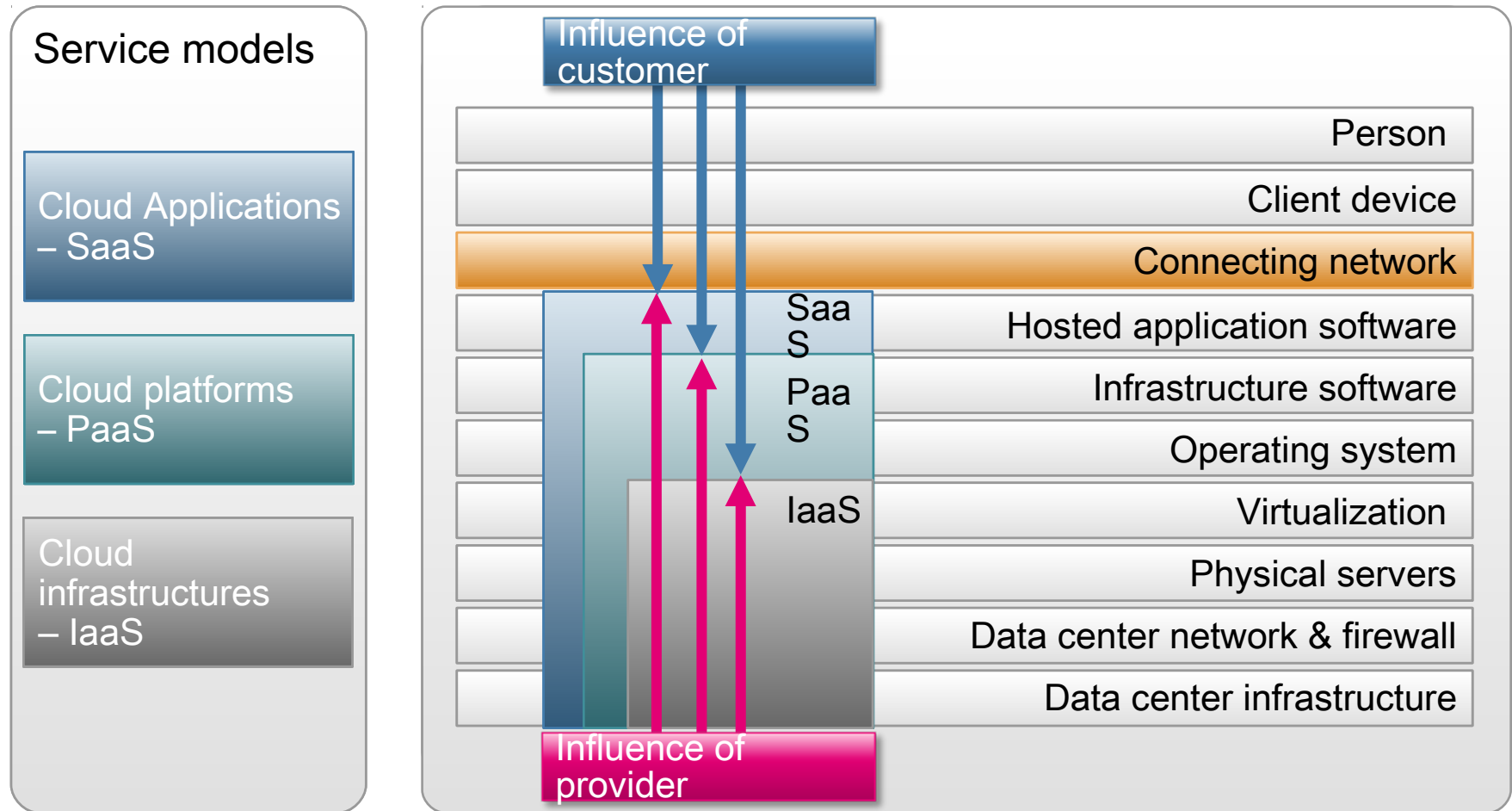
## All of them.



\*National Institute of Standards and Technology (NIST)

...T...Systems...

# "Dynamic as a service." Individual and in any combination.



...T...Systems.....

# Dynamic Services ...

## An answer to all your business needs.

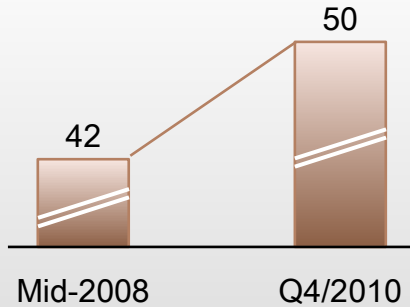
- High degree of virtualization and standardization.
- Suitable for all kinds of OS and solutions.
- Flexible operating models and proven transition and transformation methodologies.
- Data centers throughout the world, offering consistently high quality.
- Disaster recovery can be included.
- Extensive experience and proven quality thanks to end-to-end service levels.



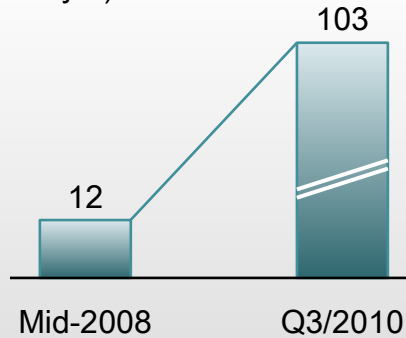
# Dynamic services.

## Our market success proves the need.

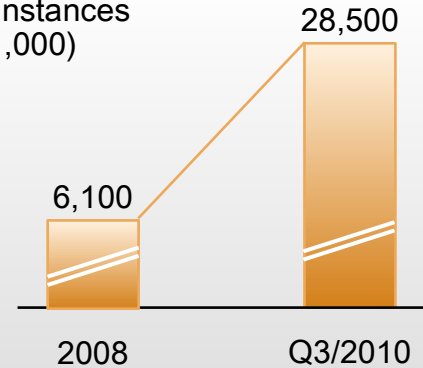
Server  
(in 1,000)



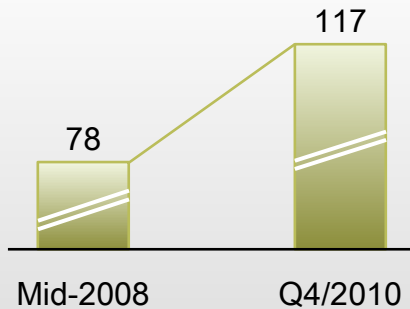
Storage  
(in Petabyte)



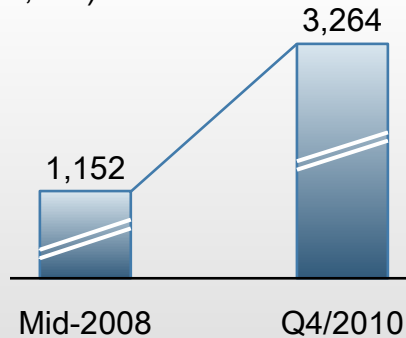
Number of supported  
DB instances  
(in 1,000)



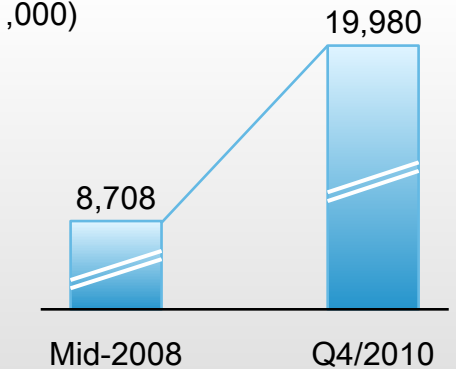
Data center area  
(in 1,000 m2)



of SAP named users  
(in 1,000)

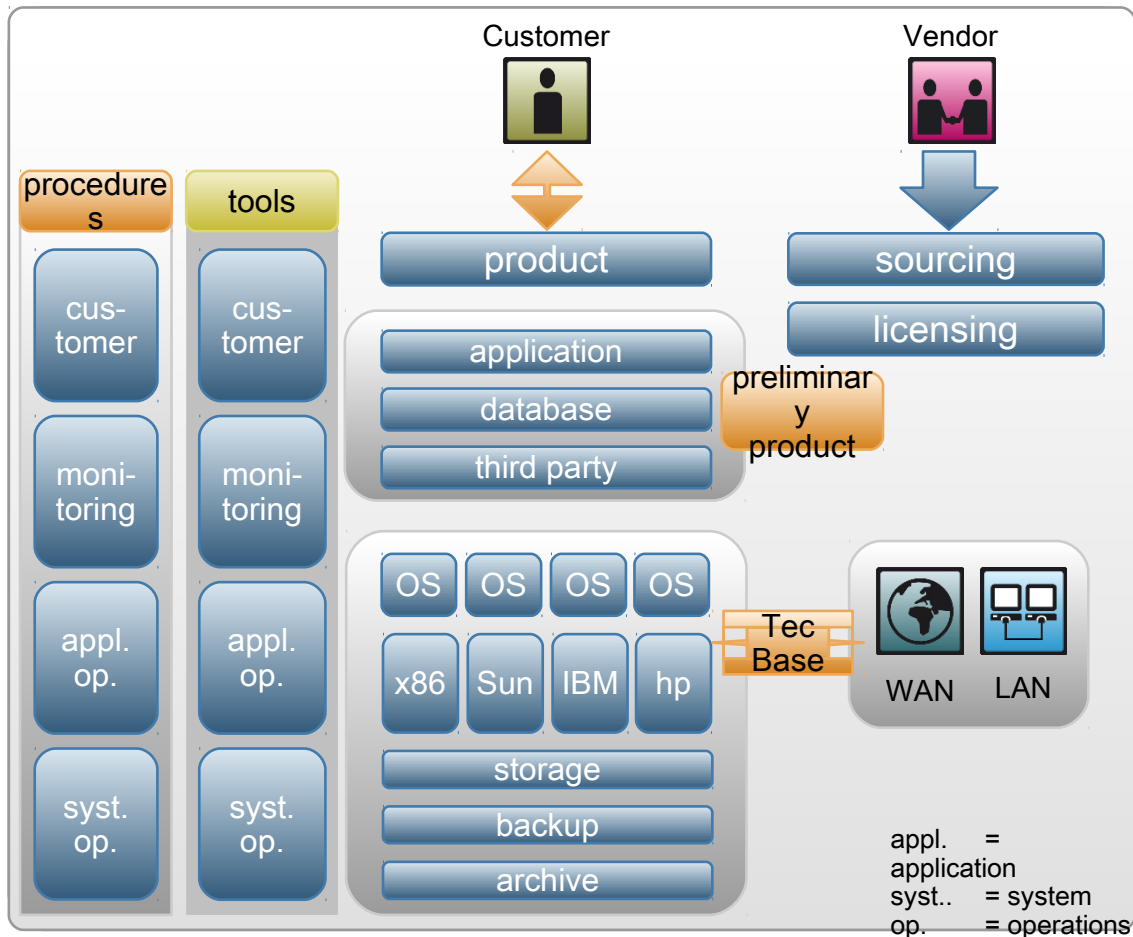


SAPS  
(in 1,000)



...T...Systems.....

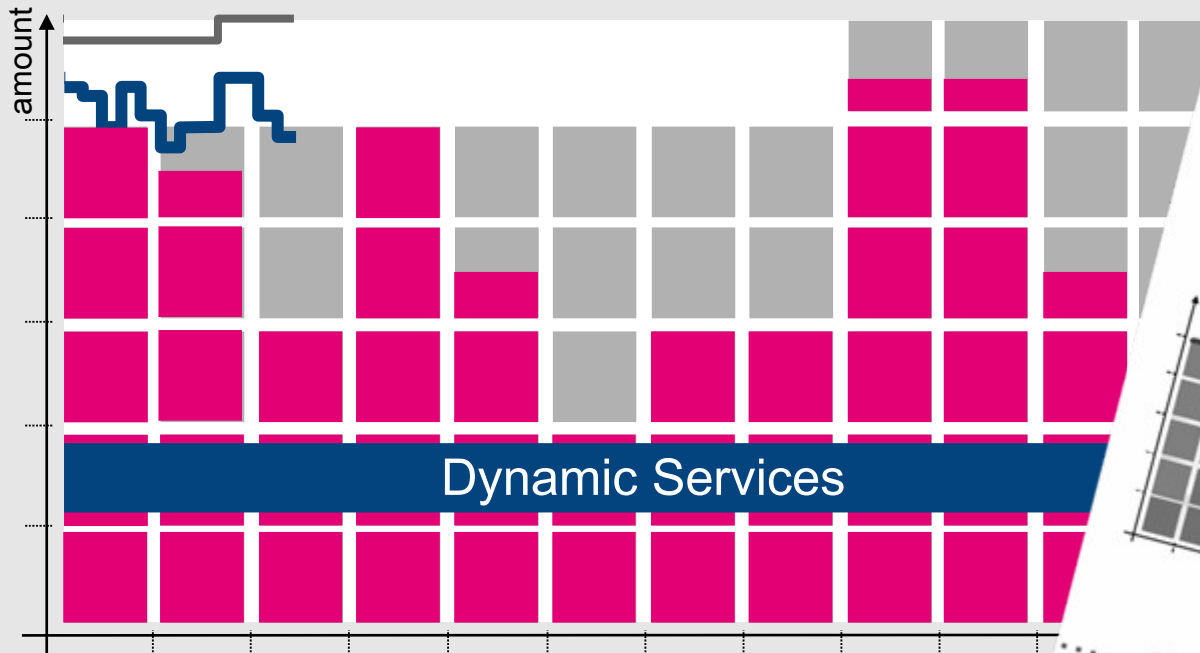
# Dynamic Services in a nutshell. Big Picture.



- Preliminary product with a **high degree of automation and flexibility**.
- **Open Systems Tec Base** with availability of all major operating systems and processor platforms.
- **Network Tec Base** with quick access over MPLS or Internet-VPN.
- **Procedures**, enabling a high degree of agility from ordering to provisioning.
- **Tools** focusing on secure, shared infrastructures and a service oriented architecture.
- Flexible **vendor** sourcing and licensing.

... **T** ... **Systems** ...

# Dynamic Services provides flexible resources. For on-demand SAP applications.

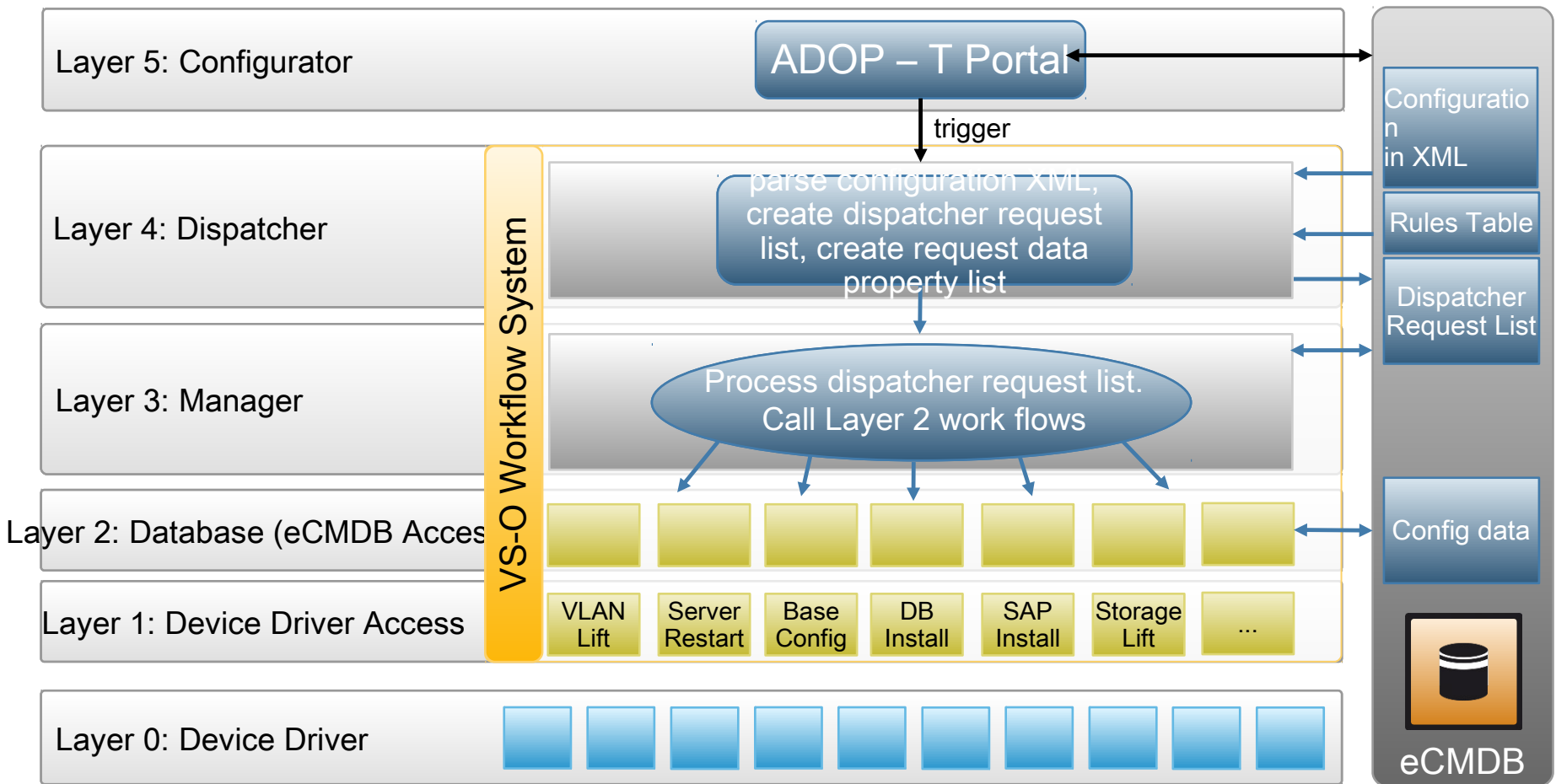


- Rapid, timely delivery
- Flexibility – you define the period for which services are provided
- Scalability in line with changing business needs
- Invoicing on the basis of resources provided



.. T..Systems ..

# Workflow Provisioning. Workflow Architecture.

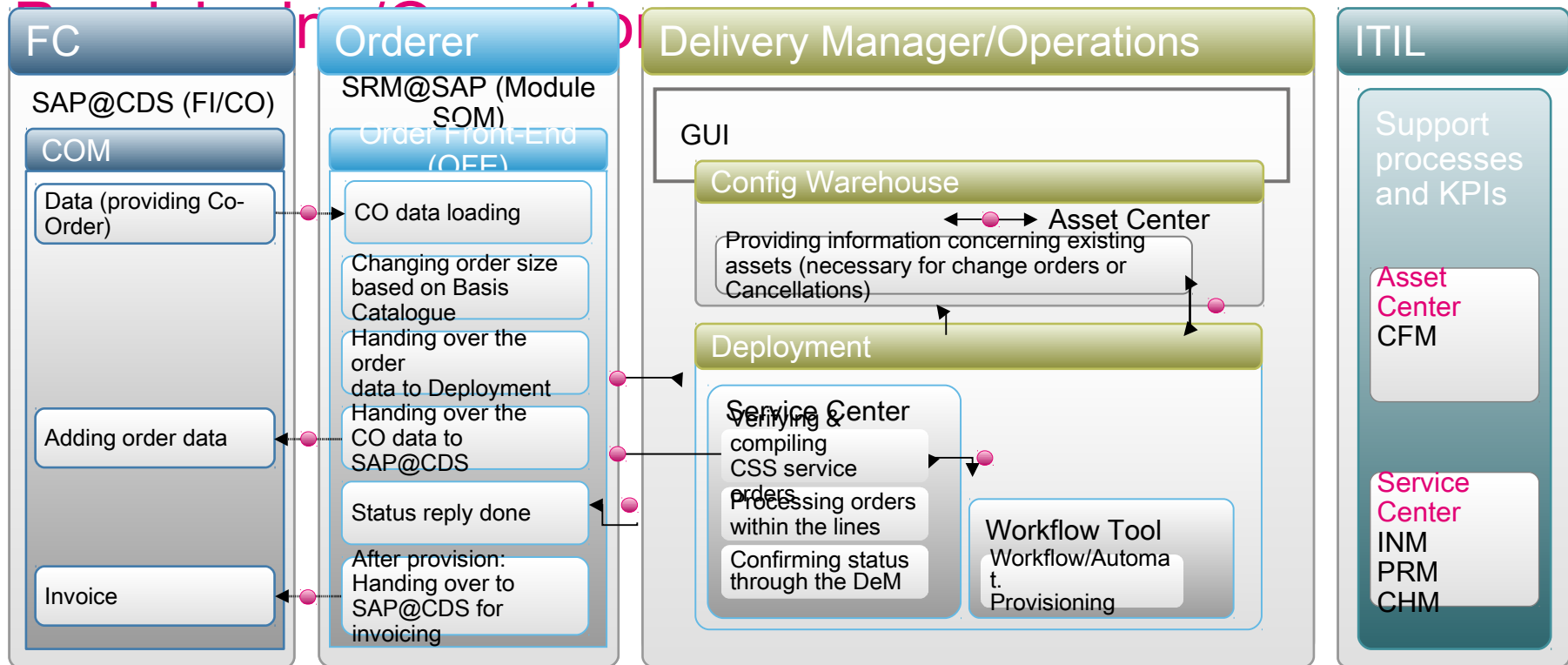


... T ... Systems ...



# Industrialized IT due to automation and process integration.

## Order Front-end – Deployment –

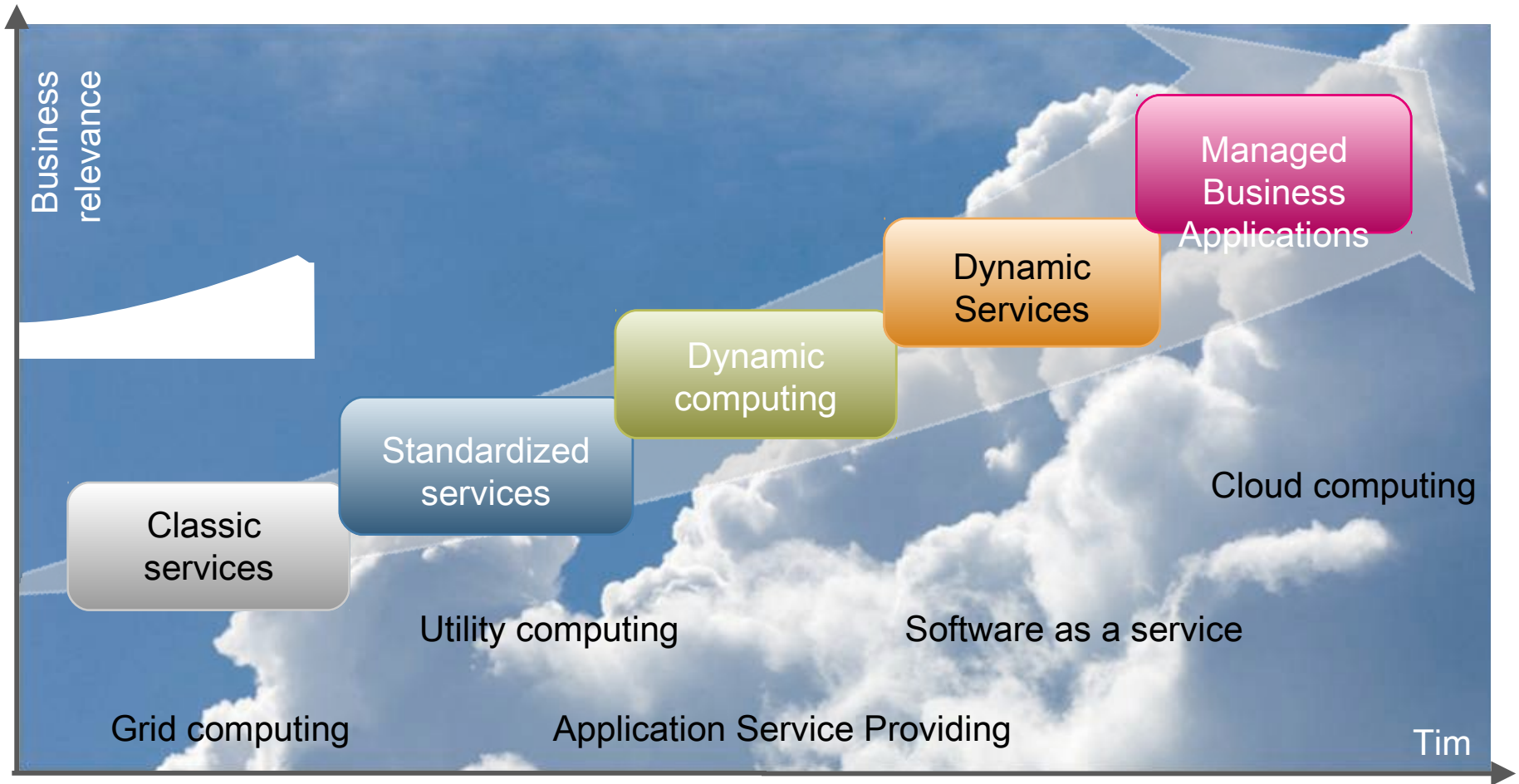


- The plan shows the basic order process at T-Systems – from purchasing to provisioning.
- Process optimization and automation, enabling a high degree of agility from ordering to provisioning.

... **T-Systems** ...

# Trends and the evolution of T-Systems' platforms.

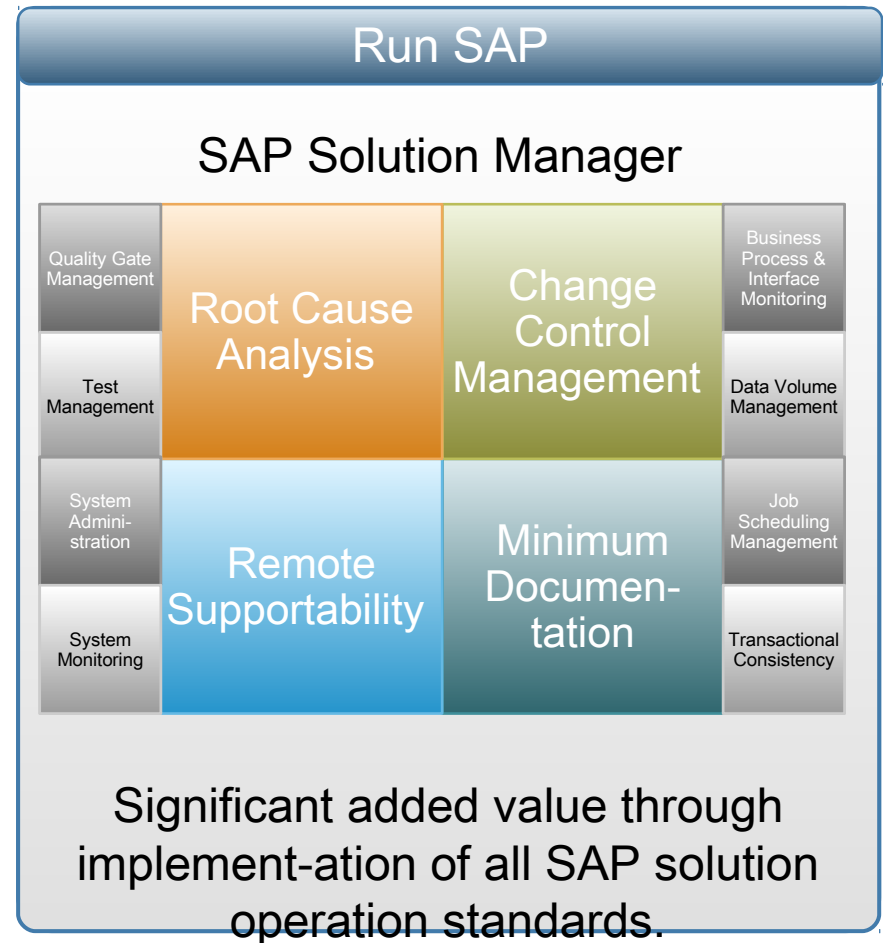
## Increasing focus on business processes.



... T-Systems ...

# Run SAP operations @T-Systems. Overview.

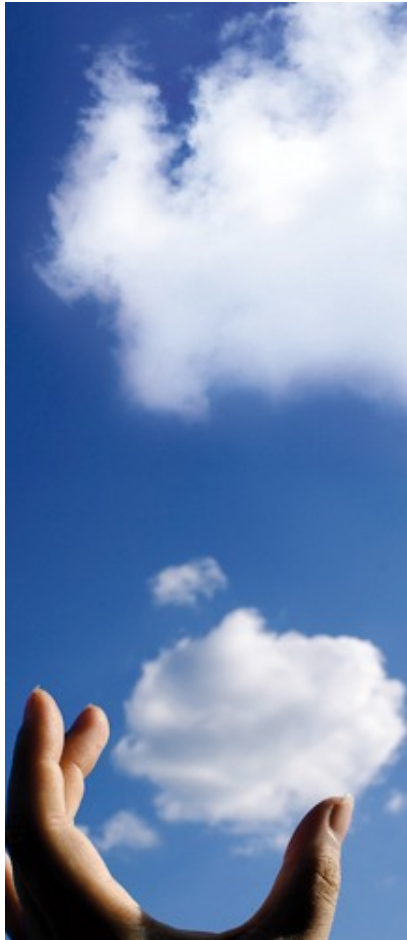
- Run SAP comprises **four standards** for operating SAP solutions. These provide the basis for uniting the formerly disparate technical and business perspectives.
- Run SAP also includes **a large number of additional standard modules** that address all customer-specific SAP-related pain points.
- T-Systems offers comprehensive **consulting services** and **training programs** to help you implement and consistently apply the methodology.
- During ongoing operations, Run SAP is the **logical continuation** of T-Systems wide-scale use of SAP standards.



.. **T** .. Systems ..

# Dynamic Services for SAP® Solutions – Next Generation.

The right Cloud Solution for all Purposes.



Next Generation Dynamic Services for SAP® Solutions			
Service Model	Self Service <small>(dyn Services for SAP® Projects)</small>	Managed Service SME <small>(dyn. Services for SAP® Solutions)</small>	Managed Service Corporate Customers <small>(dyn. Services for SAP® Solutions)</small>
Price/Cost Model	T-Shirt Sizing	Allocated Resources or “Workload Management”	Allocated Resources or “Workload Management”
SLA/OLA	Connectivity	According SLA	According SLA
Management Layers & Processes	Portal Access	Lean	Full Stack
Technology	LaaS	Dynamic Services	Dynamic Services

...T...Systems.....

# Dynamic Services for Infrastructure. All-inclusive.

IaaS

=

Dynamic Services for Infrastructure from  
T-Systems.

Provided  
immediately

T-Systems Private  
Cloud

VMware  
virtualization

Self-service  
portal

CLOUD.  
MADE IN GERMANY.

CPU, memory & storage are invoiced  
on an hourly basis for little money

Experience with Dynamic Services  
since 2004

... T-Systems ...

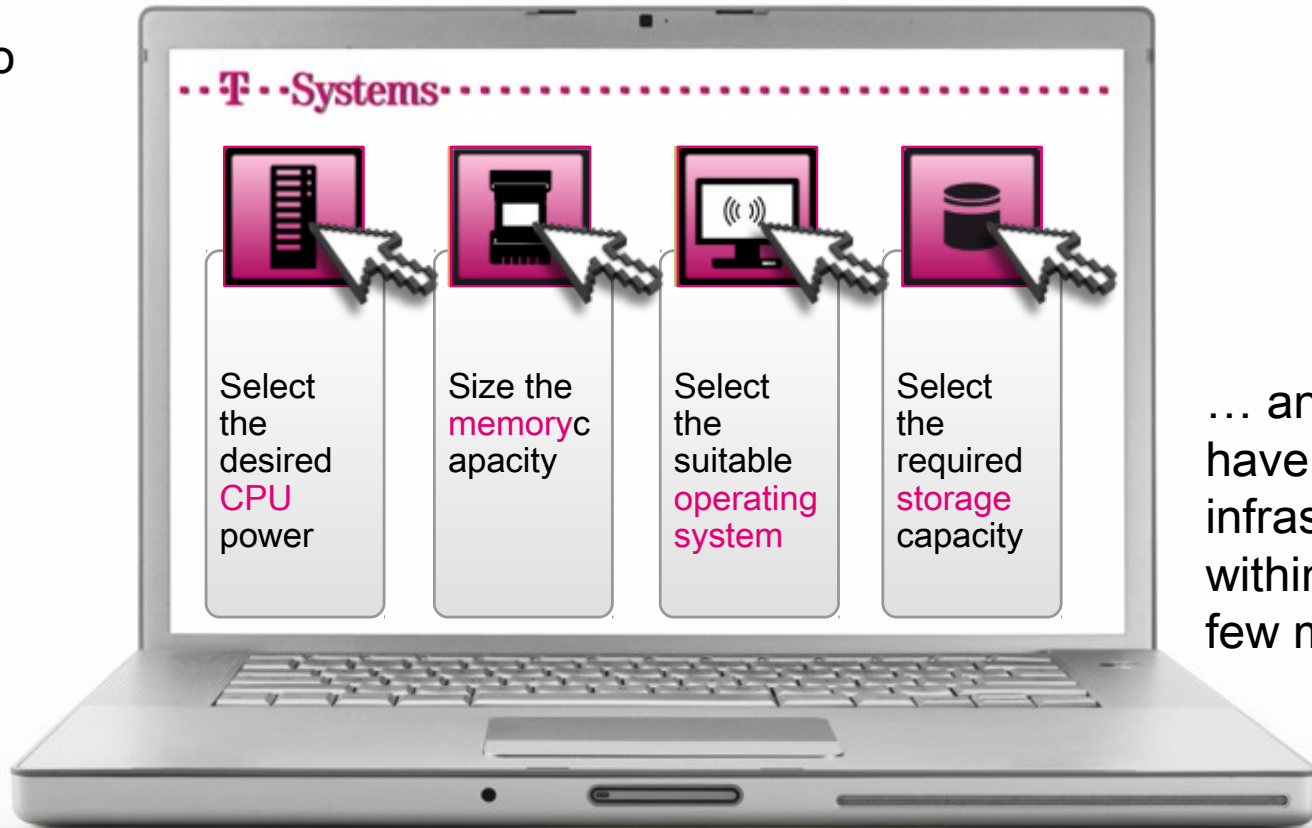
# Dynamic Services for Infrastructure.



Operate your virtual systems from the private cloud in certified T-Systems data centers according to German law. You handle the management, we provide the hosting.

# Be your own cloud manager. Click and flexibly combine performance and capacities according to your needs.

You're  
connected to  
the cloud  
manager  
via the self-  
service  
portal...

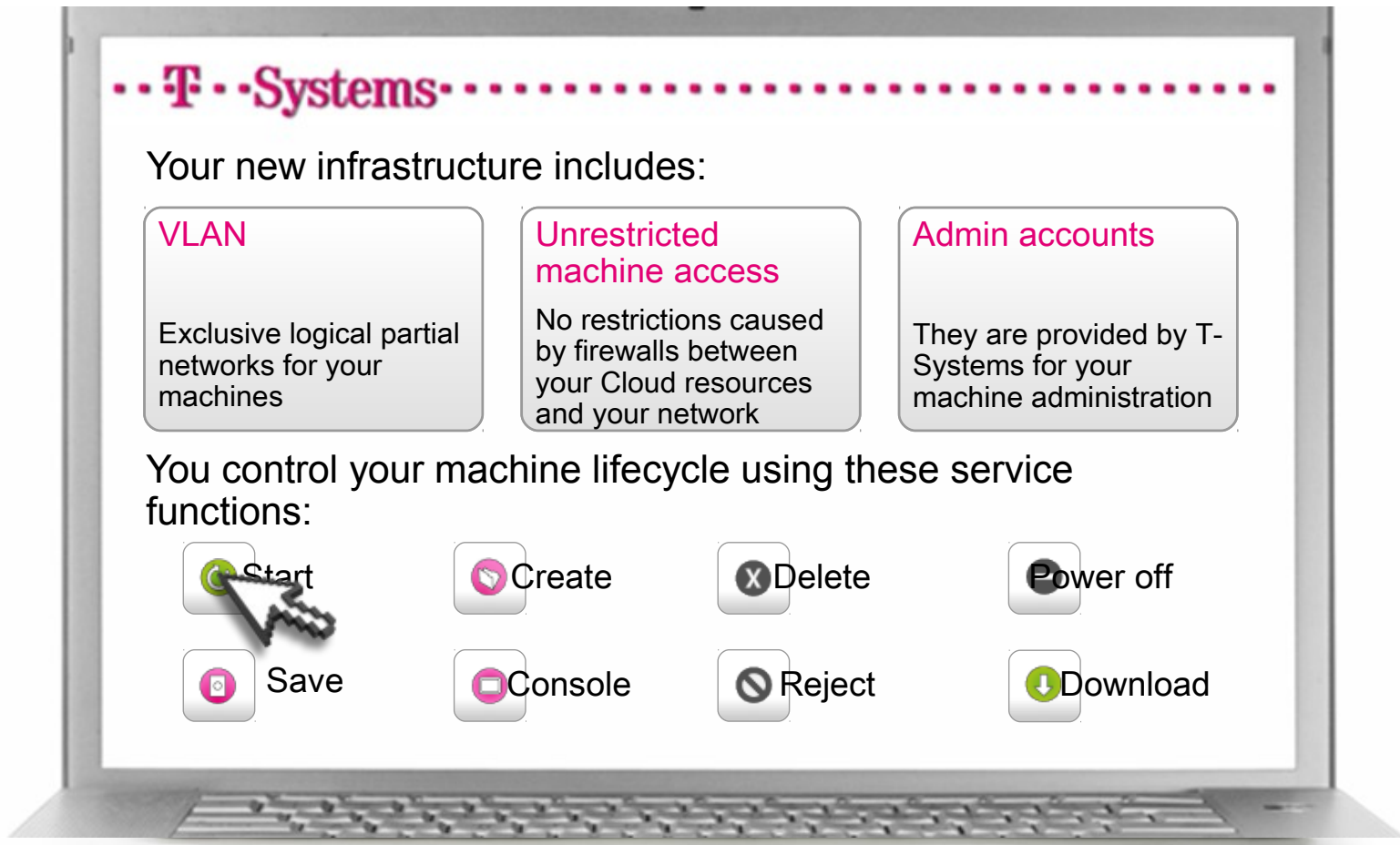


... and you  
have the  
infrastructure  
within only a  
few minutes.

...T-Systems...



# Standard system functionality plus service functions. Newly found freedom.



.. T .. Systems ..



# Enhanced system functionality. Individual options included.



## Added system functionality.

- **Rule-based automation** for triggering lifecycle operations based on monitoring data, e.g. CPU utilization, running time.
- **Templating mechanisms** for creating and distributing specific adjusted VM resource templates.
- **User management** provides various team members of an existing account with role-based access to the cloud.
- **Resource control** for reserving platform resources for planned use enhancements. Resource guarantees included!
- **Usage and budget control**, which allows the testing of all monitoring and consumption information using live data.
- **Location management** for controlling VM and data availability in case of location restrictions.

.. **T** .. **Systems** ..

# Dynamic services for infrastructure

## The safe cloud? Yes, please!

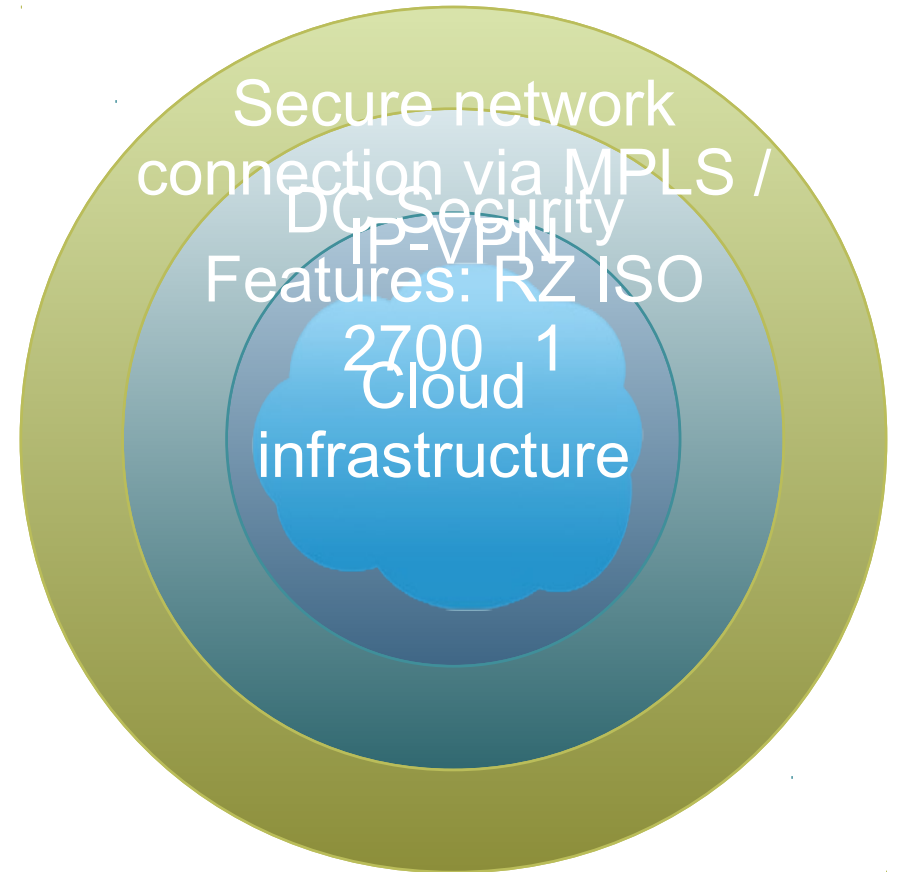
"Anyone processing personal data in a public cloud is acting irresponsibly and unlawfully on a regular basis."

Dr.Thilo Weichert, Data Protection Officer of the state of Schleswig-Holstein, June 18, 2010:

Private clouds mean security!

Dynamic services for infrastructure from T-Systems

- Legally secured according to German law as a private cloud
- With secure network – network connection via MPLS / IP-VPN
- From certified data centers
- Includes the required security infrastructure, such as firewalls and VLANs.



... **T-Systems** ...

# Cloud manager – self-service portal.



You quickly, conveniently and independently manage your virtual machines using the self-service portal.

This is how it's done.  
Log in, select and start the resources.

The screenshot shows the 'Manage your clouds' interface. At the top, there's a navigation bar with tabs: 'My T-Cloud Status', 'My Appliances', 'My Deployments', 'Clouds' (selected), and 'View Statistics'. Below this, the 'View Clouds' section contains filters for 'Select resource type' (Provider: T-Systems, Location: Frankfurt/Main, Quality class: Gold, Virt. layer: XEN, Architecture: 64) and a 'Filter' button. To the right, 'Quality Classes' lists Gold (highest SLA), Silver (high SLA), and Bronze (usual SLA). Below that, the 'Deployment Legend' shows icons for creating, reserving, and deleting resources. The main area displays a 'List of available clouds' table with columns for Cloud, Provider, Location, Quality, Virt. layer, Architecture, and Actions. A 'Reserve resource' dialog is open, showing start/end times, private resource checkbox, and performance metrics for CPU, Memory, and Cpu numbers. Annotations on the right side point to specific features: 'Filters for clearly organizing your clouds' points to the filter section; 'Select SLA levels (not available in the cloud pilot project)' points to the Quality Classes section; 'List of all clouds direct access/ resource reservation' points to the table; and 'Resource reservation available' points to the Reserve resource dialog.

**Manage your clouds**

My T-Cloud Status | My Appliances | My Deployments | **Clouds** | View Statistics

**View Clouds**

Select resource type

Provider: T-Systems  
Location: Frankfurt/Main  
Quality class: Gold  
Virt. layer: XEN  
Architecture: 64

Filter the list **Filter**

**Quality Classes**

Name	Description
Gold	highest SLA and quality standards.
Silver	high SLA and quality standards.
Bronze	usual SLA and quality standards.

**Deployment Legend**

- Create new deployment.
- Reserve resource.
- Delete reserved resource.

**List of available clouds**

	Cloud	Provider	Location	Quality	Virt. layer	Architecture	Actions
<input type="checkbox"/>	1	T-Systems	Frankfurt/Main	Gold	XEN	64	

Select all **Compare**

**Reserve resource**

Start time: 2010-11-11 12:00  
End time: 2010-12-24 12:00

Private resource ☐

Performance metrics: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 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2418 2419 2420 2421 2422 2423 2424 2425 2426 2427 2428 2429 2430 2431 2432 2433 2434 2435 2436 2437 2438 2439 2440 2441 2442 2443 2444 2445 2446 2447 2448 2449 2450 2451 2452 2453 2454 2455 2456 2457 2458 2459 2460 2461 2462 2463 2464 2465 2466 2467 2468 2469 2470 2471 2472 2473 2474 2475 2476 2477 2478 2479 2480 2481 2482 2483 2484 2485 2486 2487 2488 2489 2490 2491 2492 2493 2494 2495 2496 2497 2498 2499 2500 2501 2502 2503 2504 2505 2506 2507 2508 2509 2510 2511 2512 2513 2514 2515 2516 2517 2518 2519 2520 2521 2522 2523

# This is how it's done. Generating appliances and deployments.

## Virtual server status

The screenshot displays the 'My Deployments' section of the T-Systems Virtual Cloud Status interface. It includes a 'Create a new Deployment' button, a search bar for deployments, and a table of current deployments. To the right, there are sections for 'News' and 'Recent activities'.

**My Deployments**

Please select if you want to: [Create a new Deployment](#)

Start, stop or backup deployments or open a virtual client(VNC) - you may do so in the table below. View or configure deployment details - to do so please select your deployments from the list below.

**Your deployments**

Search deployment by name:  [Search](#)

**List of my current Deployments**

	Name	Created by	Status	
<input type="checkbox"/>	Heiko's Ubuntu	Lang Heiko	RUNNING	
<input type="checkbox"/>	Heiko's Windows Server	Lang Heiko	STOPPED	
<input type="checkbox"/>	Lenny	Susanne Linke	STOPPED	
<input type="checkbox"/>	My Ubuntu	Oliver Braun	RUNNING	
<input type="checkbox"/>	PM IT Testserver Debian	T_Systems Test testuser	STOPPED	
<input type="checkbox"/>	PM IT Testserver Ubuntu	Oliver Braun	RUNNING	
<input type="checkbox"/>	PM IT Testserver Windows2008S	T_Systems Test testuser	STOPPED	
<input type="checkbox"/>	Test für heute	Oliver Braun	STOPPED	
<input type="checkbox"/>	W2k8R2-Test1	Ralf Huelsmann	STOPPED	
<input type="checkbox"/>	Win 2008 DV	Dieter Vollmar	STOPPED	
<input type="checkbox"/>	Win Minimal	Karl-Heinz Geslerich	STOPPED	
<input type="checkbox"/>	X2Go Testmaschine	Matthias Greska	STOPPED	

\* - private deployments

☐ Select all  Start [Go!](#)

**News**

New	Type	Time	Message
		2010-10-06 15:09 GMT+02:00	Your reservation for de...
		2010-10-06 15:07 GMT+02:00	Your reservation for de...
		2010-10-06 14:43 GMT+02:00	Your reservation for de...
		2010-10-06 13:09 GMT+02:00	Your reservation for de...
		2010-10-06 13:07 GMT+02:00	Your reservation for de...

**Recent activities:**

Trigger	Stat.	Deployment	Time
		test	12:45
		test 2010	12:39
		test	12:37
		test 2010	12:37
		Heiko's Ubuntu	22:16
		Heiko's Ubuntu	22:14
		Heiko's Ubuntu	22:13
		Heiko's Windows Server	22:10
		Heiko's Ubuntu	22:00
		Heiko's Ubuntu	21:58

Create new virtual machines

Event information

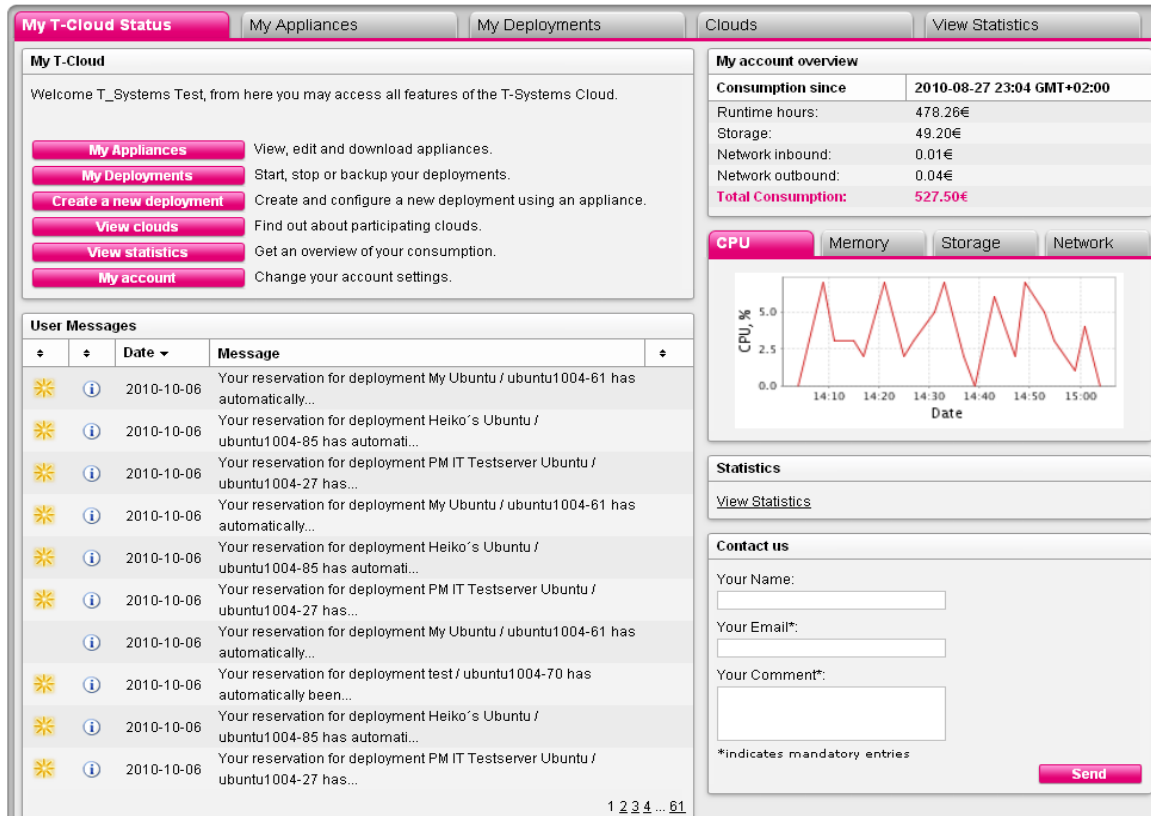
Existing virtual servers of your group

Start, stop virtual machines, make backup

# This is how it's done.

## Take advantage of complete transparency.

### Cloud status



Cost overview (example)

Personal data and user management

Current utilization

Message overview

Contacting T-Systems Support

.. T .. Systems ..

# T-Systems as a pioneer. For cloud solutions since 2004.

While others only provide lip service, we have been implementing dynamic services since 2004.

"T-Systems is leading the market in cloud in Europe today, especially in the area of hosted private cloud and in bringing cloud into outsourcing deals. It has an extensive portfolio of migration solutions/tools and can run a vast range of business applications in the private cloud."

"Vast experience in private cloud migration and operation. Having more than 500 clients on its Dynamic Services, some with almost seven years of history with T-Systems. No service provider can beat that in Europe."

"In summary, while the future is not without challenges, the company is well positioned for both short and long-term growth — it is a provider that enterprises must consider when moving to cloud, and one that competitors need to watch closely."



...T...Systems...

Source: IDC, T-Systems: A European Leader in Cloud, March 2011, by Mette Ahorlu



Thank you!

