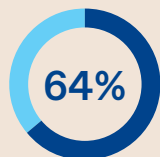


# Telstra Managed Cloud Services

Amplify your cloud ROI with full or partial management of cloud infrastructure and resources

## Future-proof your IT approach and maximise your cloud efficiency

Managing a cloud platform can be tricky. With a traditional approach, it can take days or even weeks to deploy new workloads.



Moreover, 60-80% of the local technology industry suffers from skill shortage which leads to 64% of the companies suffering an impact in effectiveness of their organisation or department.\*

Managed cloud services can bring boosted uptime, improved security, simplified management, and an extension of skills and experience for organisations.

\*2022, "Enterprise Automation to Mitigate the Digital Skills Shortage", IDC

With Telstra Managed Cloud Services, you can free up your valuable IT resources for other critical duties. Our certified Cloud IT Team can help to manage and maintain your cloud platforms and services, optimise the usage of your platforms, and avoid unnecessary overspending or underutilisation.

## What is Telstra Managed Cloud Services?

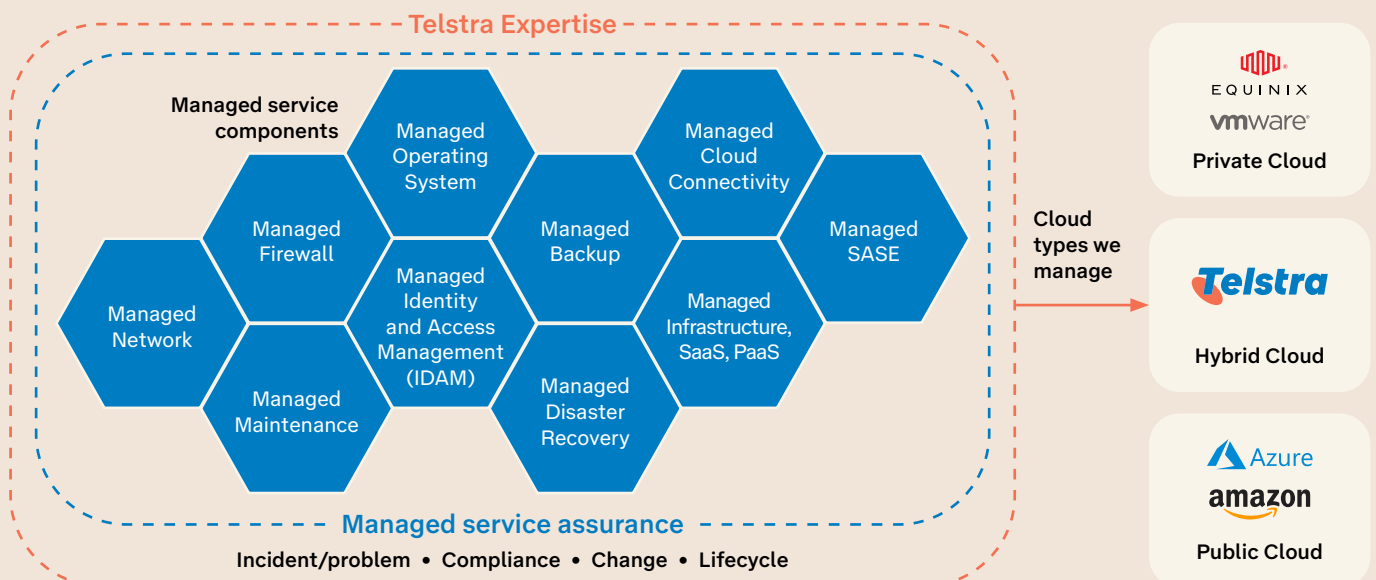
Telstra Managed Cloud Services enable efficient, secure cloud adoption at scale, with rapid deployments tailored to meet your business needs. Utilise resources optimally and improve your productivity with our flexible pricing models together with enhanced compliance, security features and scalability. From planning strategies to execution, we provide continuous guidance so you can focus on innovation while ensuring business continuity.

## Why your business needs Managed Cloud Services?

Managed Cloud Services provides the management of a company's cloud infrastructure or resources, either fully or partially. It can provide your in-house cloud and IT teams with additional coverage and support. With Managed Cloud Services, you can maximise value from using cloud while prioritising high value initiatives that drive business growth. It reduces complexity, improves cost control, accelerates growth, and empowers you to innovate.

## How does it work?

Telstra Managed Cloud Services provides comprehensive support throughout your entire cloud journey. Our technology consultants and solution experts work with you to simplify and streamline the adoption of cloud technology. Our Managed Cloud Services aren't restricted to just a single cloud segment but across various aspects, including network, security and infrastructure.



We prioritise proactive monitoring to enhance operational excellence and minimise the need for costly “break-fix” services. Whether you are facing cloud security challenges or require additional help with managing your IT infrastructure, we can help you with our dedicated and ongoing management, ensuring you are safe, secure, and compliant at all times.

## Telstra Managed Cloud Services generally follow these 5 steps to get you set-up and live:



### Step 1: Discovery and assessment

We listen to your needs and requirements and strategise and prioritise for the best approach.



### Step 2: Planning

With the identified scope, we design a detailed architecture plan and seek approvals for it.



### Step 3: Transition

We perform all the necessary processes to get you up and running, with support from our team or system integrator.



### Step 4: Operationalisation

Your cloud services are well-supported with ongoing management.



### Step 5: Observation period

During this period, we will review and optimise processes and management.

## Features

### Professional and consulting services by Telstra Purple

With a comprehensive range of services ranging from network solutions to digital experience design, Telstra Purple can help transform your business with leading-edge experience, expertise and technology so you can thrive now and into the future.

### 24/7 Support

Be supported by specialists with 24x7x365 support for Priority 1 and Priority 2 incidents.

### Wide-ranging Managed Cloud Services

Access to a broad set of managed service components, which optimises performance and operations, and monitors application services.

### Security

Be protected by our robust ISO 27001-certified Customer Security Management framework, ensuring the highest standards in controlling access and safeguarding confidential information pertaining to your environments.

## Benefits

### Flexibility and choice

Choose service management elements, cloud platforms and managed services that work for you, and scale up or down accordingly.

### Operational efficiency and cost-efficiency

Maintain agility, efficiency and performance by continuously monitoring, tuning, automating and analysing your IT environment with predictable and transparent OPEX costs.

### Performance and business continuity

Protect your business with SLA-backed 24x7 monitoring and support, complemented by proactive management by experienced IT professionals.

### Compliance and security

Safeguard your business by adhering to local and international regulations and security standards while implementing best practice designs and processes.

## How Telstra Managed Cloud Services can help

### Global reach

- Extensive business reach with presence in over 200 countries and territories
- Partnered with global leaders such as AWS, Cisco, Equinix, Genesys, Microsoft, Netskope, Palo Alto, VMware, and ZScaler, to bring the best technology leaders in our ecosystem

### Recognised for excellence

- Multiple recognitions with more than 25 Partner awards

### Expertise

- Specialists certified on supported technologies, as well as other technologies, across multiple time zones within EMEA and Asia-Pacific
- Backed by compliance ITIL-aligned service management framework and ISO certification – ISO 27001

Maximise your cloud benefits and navigate the cloud with confidence with Telstra International.

Contact your Telstra account representative for more details.

✉ [telstraenquiry@team.telstra.com](mailto:telstraenquiry@team.telstra.com) 🌐 [telstra.com/global](https://telstra.com/global)