

# CSI CLOUD x86 SERVICES

## SUPPORTING INNOVATION BY ACCELERATING YOUR JOURNEY TO HYBRID MULTICLOUD ENVIRONMENTS

In the digital economy, businesses have to be innovative and agile while coping with increasingly complex performance and regulatory requirements. New challenges demand fresh approaches and organisations are enthusiastically adopting a broad range of flexible IT consumption models.

Many enterprises have also realised that there is no one-size-fits-all technology solution: a rush to move all workloads to hyperscale public clouds has been replaced by a balanced approach of hybrid environments where on-premise technology, private clouds and public clouds can coexist to meet security, data sovereignty and performance requirements.

### Optimising Availability and Performance of x86 Workloads

CSI has been managing critical x86 workloads for decades. Our highly accredited experts support platforms on a client's premises, hosted in a third-party data centre or in the CSI PowerCloud.

Our managed private cloud solutions reduce your IT and security headaches. Run mission critical applications including complex & regulated workloads with stringent security and performance requirements. With scalable compute resources and storage capacity, you will get accelerated application performance to support your business needs.

Service Element	Supported Features	Core	Enterprise	Optional
Virtual Servers	Create and manage Windows & Linux VMs	X	X	
	Create and manage VM disks	X	X	
	Create custom VM images		X	
	Manage VMs with virtual networks		X	
Physical Servers	HA Resilient architecture		X	
	Hardware License Maintenance	X	X	
	Software License Maintenance	X	X	
	Firmware patching		X	
	Remote hands	X	X	
Storage	Configuration	X	X	
	Maintenance	X	X	
Managed Backup	Helix Protect service	X	X	
	Helix Enterprise service	X	X	
Annual DR test	Restore to operating system level		X	
	Restore to CSI managed application			X
Additional DR test				X

## CSI Cloud x86 Service Level Offerings

CSI provides two levels of service with supported features shown overleaf. Services which fall outside of the Enterprise or Core workload and are bespoke to the client, will be delivered as 'optional' services.

The **Enterprise** offering provides monitoring and management of the x86 environment. CSI will proactively manage all event alerts and determine the right course of action to ensure your business-critical applications remain available to enhance end-user productivity for your organisation.

The **Core** offering provides monitoring of the x86 environment only. CSI will notify you of all monitored events to enable you to determine the next resolution steps for your business.

## Data Centre Options

CSI monitors, manages and supports complex and regulated x86-based workloads in several different scenarios. The CSI Cloud offers system resources that are leased by capacity, or entire physical servers can be dedicated to a single organisation.

Where a client owns its own x86 infrastructure, CSI offers hosting solutions (rack space, power, cooling, networking) together with monitoring and management of those platforms. Alternatively, we provide remote services for client-owned infrastructure on-premise, or in a third-party data centre.

Service Element	Core	Enterprise
CSI Cloud, multi-tenant		X
CSI Cloud, dedicated infrastructure		X
Client-owned, on-premise or hosted third-party data centre (including CSI data centres)	X	X

## Service Readiness Assessment

In preparation for CSI Cloud x86 Services, CSI will conduct a Service Readiness Assessment of your existing x86 estate and, if necessary, carry out remediation work to ensure that services can be implemented effectively.

## Migration and Deployment

To enable you to migrate to the CSI Cloud x86 Service, CSI can provide professional services to enable a smooth migration as part of the overall implementation service.

## Additional Services from CSI

- CSI Azure Services
- CSI IBM i Cloud Services
- CSI AIX Cloud Services
- CSI Cloud Services for Linux on IBM Power
- AI-optimised Cloud Infrastructure
- Backup and Recovery Simulator
- Managed Endpoint Protection, Web Filtering and Phishing Defence Services
- Managed Detection and Response Services
- Professional Services e.g. consultancy, project management, risk mitigation and roadmap reviews



### CSI UK Head Office

CSI House  
2940 Trident Court  
Birmingham Business Park  
Solihull Parkway  
Birmingham B37 7YN

### CSI North America

379 West Broadway  
New York  
NY 10012

**T** +44 (0)800 1088 301

**E** [INFO@YOURPERPETUALEDGE.COM](mailto:INFO@YOURPERPETUALEDGE.COM)

**W** [YOURPERPETUALEDGE.COM](http://YOURPERPETUALEDGE.COM)