Managed Services Hyperscaler

Heiko Röhr

26th, 2023

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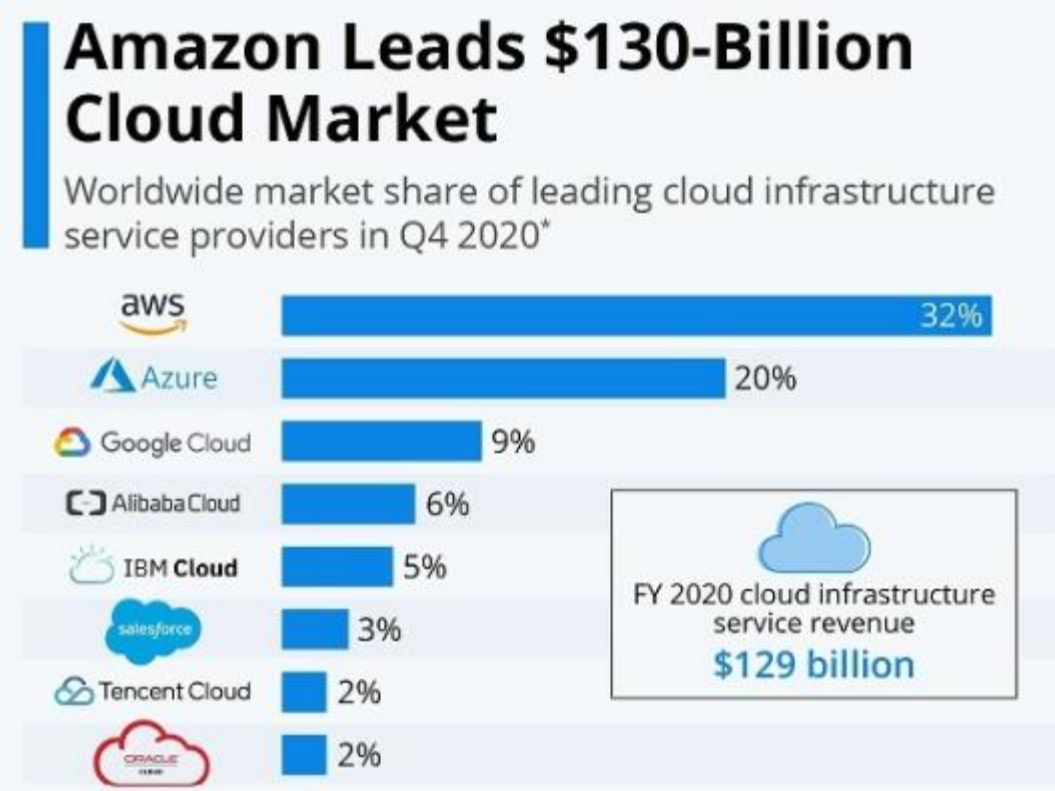
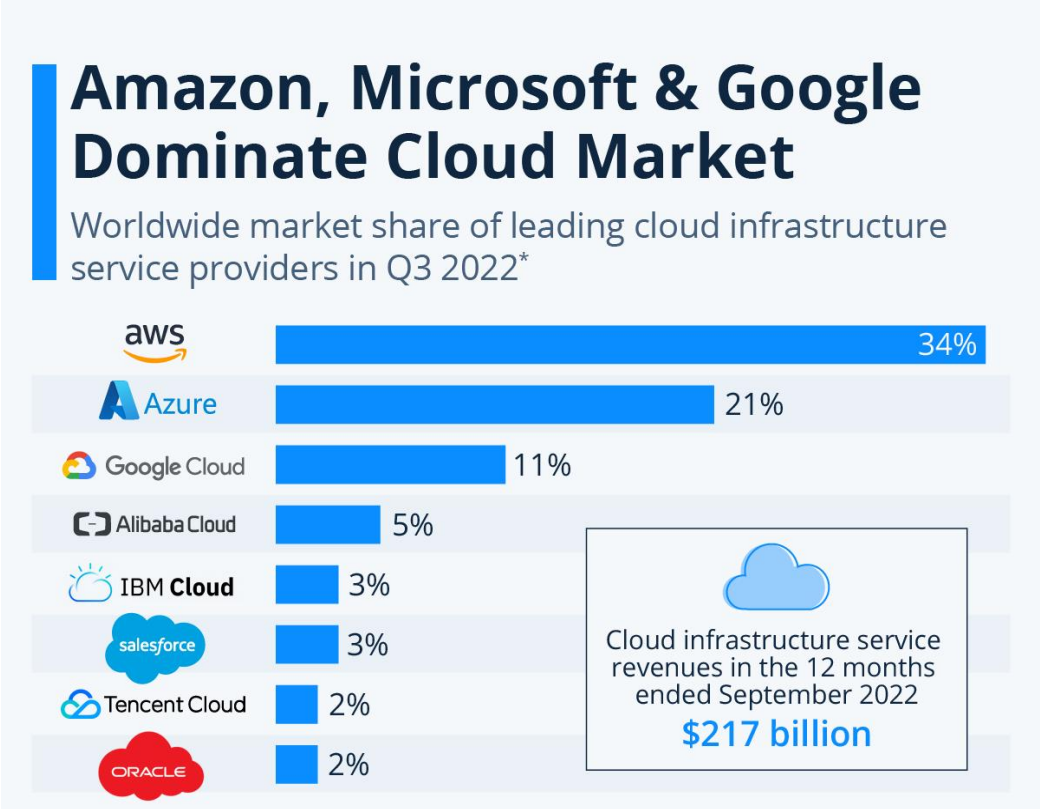
Hyperscaler Market View





Our Multi-Cloud approach as foundation for industry specific digitalization – 5 reasons

1. T-Systems is an agnostic partner who can manage all leading hyperscaler platforms - and operate Google Sovereign Cloud, FCI & OTC
2. Our USP – developing together with our clients, their digitization strategy from legacy – to cloud
3. Network and Security is part of our Genes
4. Zero Failure Migration – a reliable proven cloud migration service
5. Specialized in vertical , industry specific workloads and application delivery

Road to digital Business success

12+

Years helping clients in their **cloud journey and management**

100+

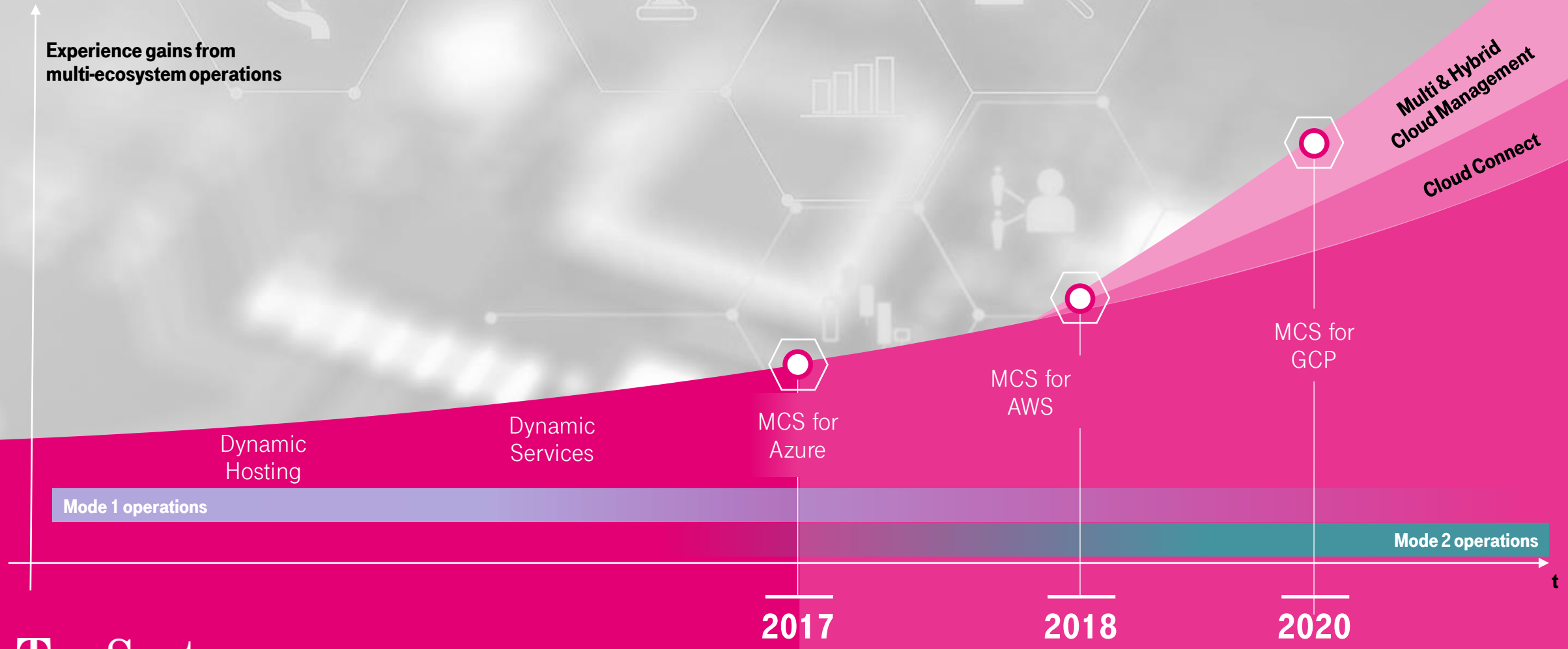
Customer projects/ industries

- Telecommunication
- Retail & Wholesales
- Manufacturing
- Health
- Automotive
- Banking
- Real Estate

>2,800

- 2,000+ **Microsoft-certified specialists**; now Tier-1 CSP
- 1,000+ employees in the **AWS partner network**
- Tripled number of cloud colleagues in **India**: >1,400

OUR JOURNEY TOWARDS MANAGED CLOUD SERVICES FOR MULTI-CLOUD CONSEQUENTLY CONTINUES.



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CROSS-ECOSYSTEM ACCUMULATION OF MODE 2 OPERATIONS EXPERIENCE

Azure Manages Services

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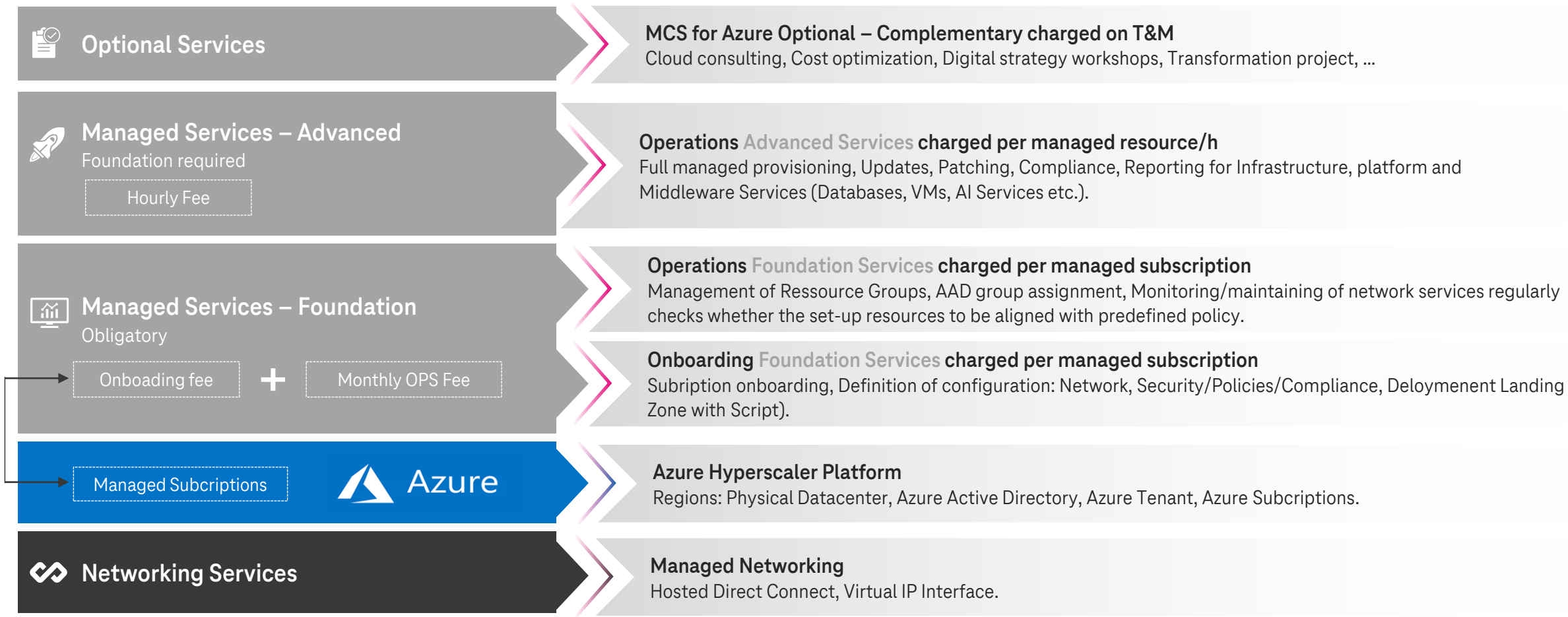
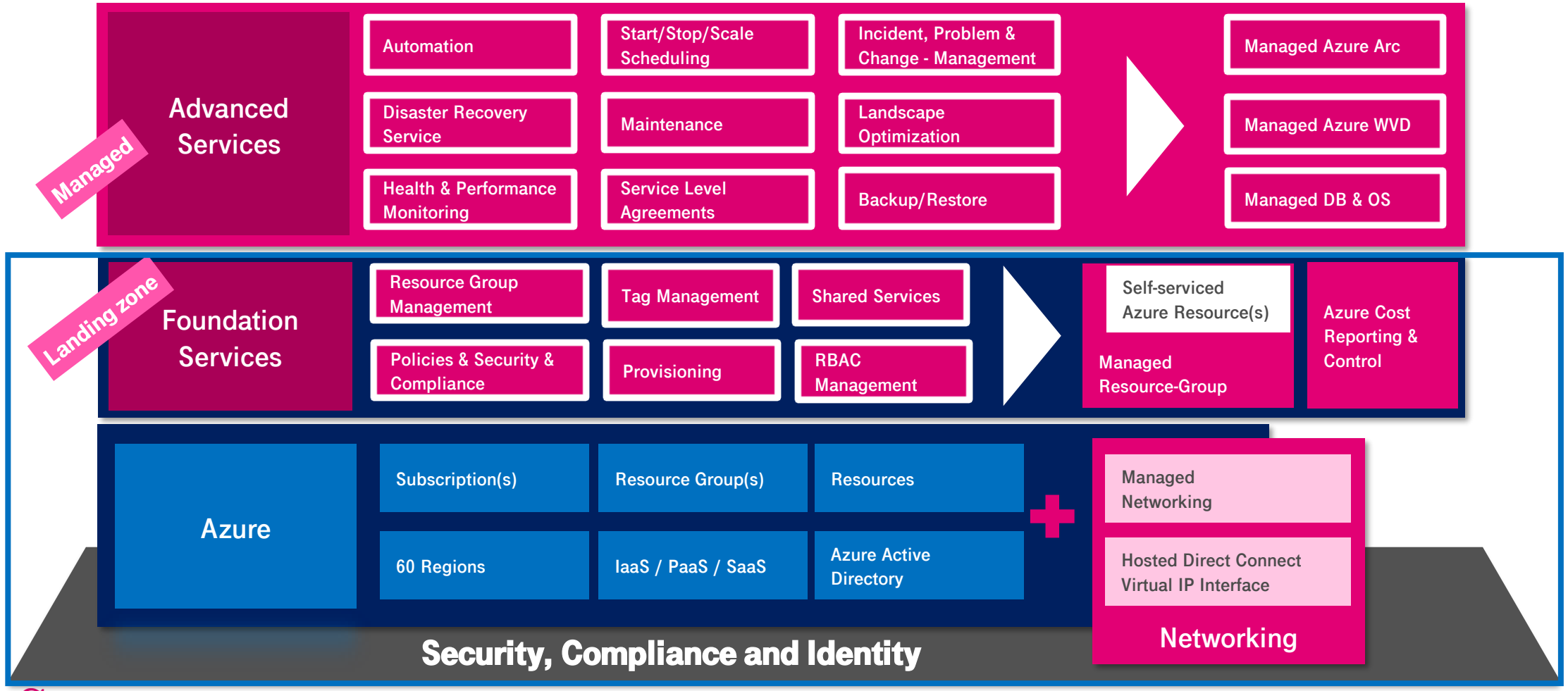
Managed Cloud Services for Azure - modules



Managed Cloud Service on Azure



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Managed Cloud Services for Azure – Service classes

Diamond Advanced	Response time 30 min. Resolution time 2 hrs.	24*7
Gold Advanced	Response time 1hrs. Resolution time 7 hrs.	
Silver Advanced	Response time 9 hrs. Resolution time 18 hrs	8*5
Bronze Advanced	Response time 18 hrs. Resolution time 36 hrs.	
Community Advanced	Response time 45 hrs. Resolution time N/A	

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Google Cloud

Microsoft Azure Compliance

Global

- Azure Policy Regulatory Compliance
- CIS Benchmark
- CSA Star Attestation
- CSA Star certification
- CSA Star self-assessment
- SOC (1,2,3)
- ISO 20000-1
- ISO 22301
- ISO 27001
- ISO 27017
- ISO 27018
- ISO 27701
- ISO 9001
- WCAG
- Etc...

Europe

- EU GDPR
- EU Model Clauses
- Netherlands BIR 2012
- Spain ENS High
- UAE DESC
- EK Cyber Essentials Plus
- UK G-Cloud
- UK PASF
- ASIP HDS
- NEN 7510
- NBB and FSMA
- KNF
- APRA
- AMF abd ACPR
- Etc...

Germany

- Germany C5
- GDPR

https://azure.microsoft.com/mediahandler/files/resourcefiles/microsoft-azure-compliance-offerings/Microsoft Azure Compliance Offerings.pdf

AWS Manages Services

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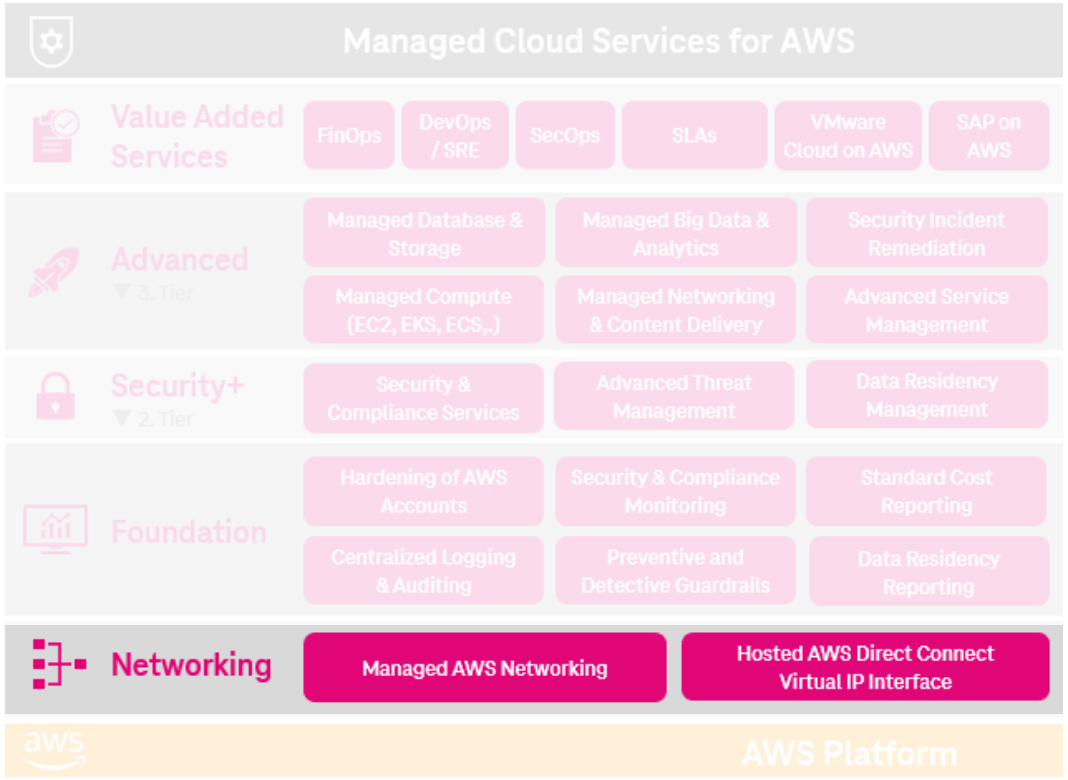
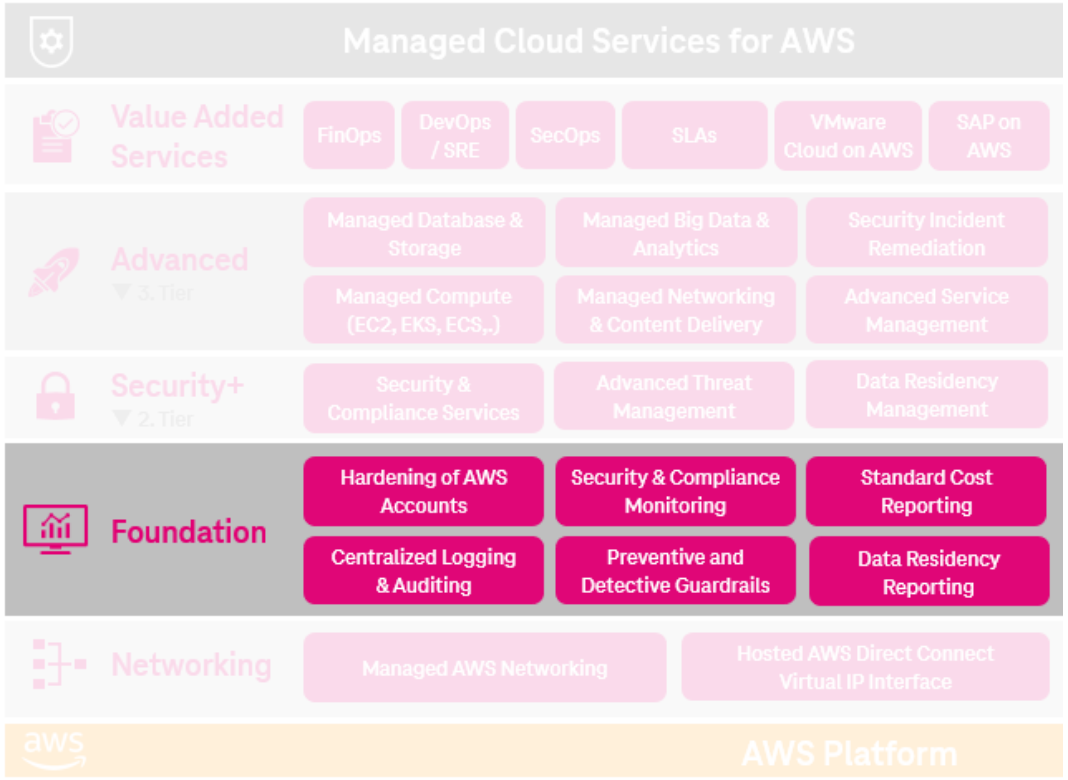
3 Managed Networking



Managed AWS Networking by T-Systems

- Robust, private and reliable connection between AWS networks and client networks
- End-to-end supported connection, both in the cloud as well as in combo with traditional networking products from T-Systems, DT, or 3rd Party
- Highly integrated network product with operational monitoring

3 Foundation



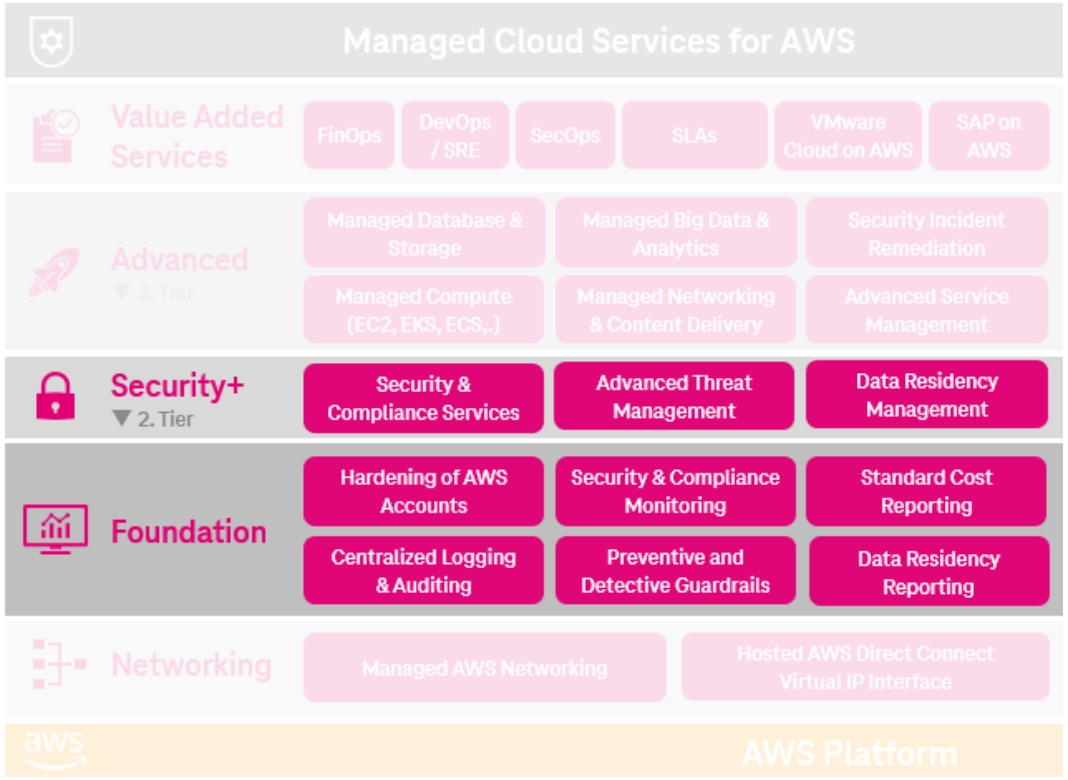
Focused on security, compliance monitoring and data privacy requirements

- Hardened Identity and Access Management
- Privacy and Security Assessment (PSA) Approved
- Preventive and Detective Guardrails
- Centralizing all logs activity to enable traceability and forensic
- Monitoring & Notifications, Audit Logging, Threat Detection, Managed Storage Encryption

Support for 24/7 Operations

Contractual Management and consolidated billing of AWS for the client

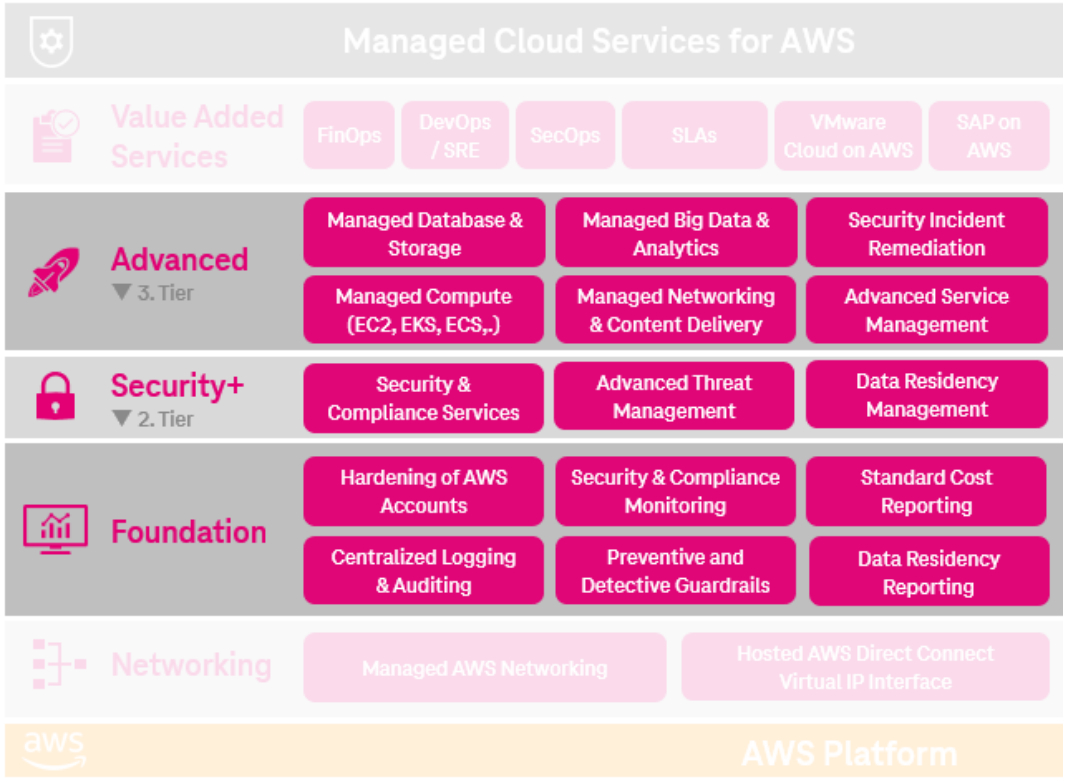
3 Security+



Create Transparency and security/compliance guardrails about Customer Data

- Trusted Cloud Landing Zone
- Management of Data Residency within the EU
- European-based customer support with T-Systems as Managed Service Provider
- Data Confidentiality with T-Systems as the custodian of the cryptographic methods used in the cloud

3 Advanced



Enhancement of Foundation

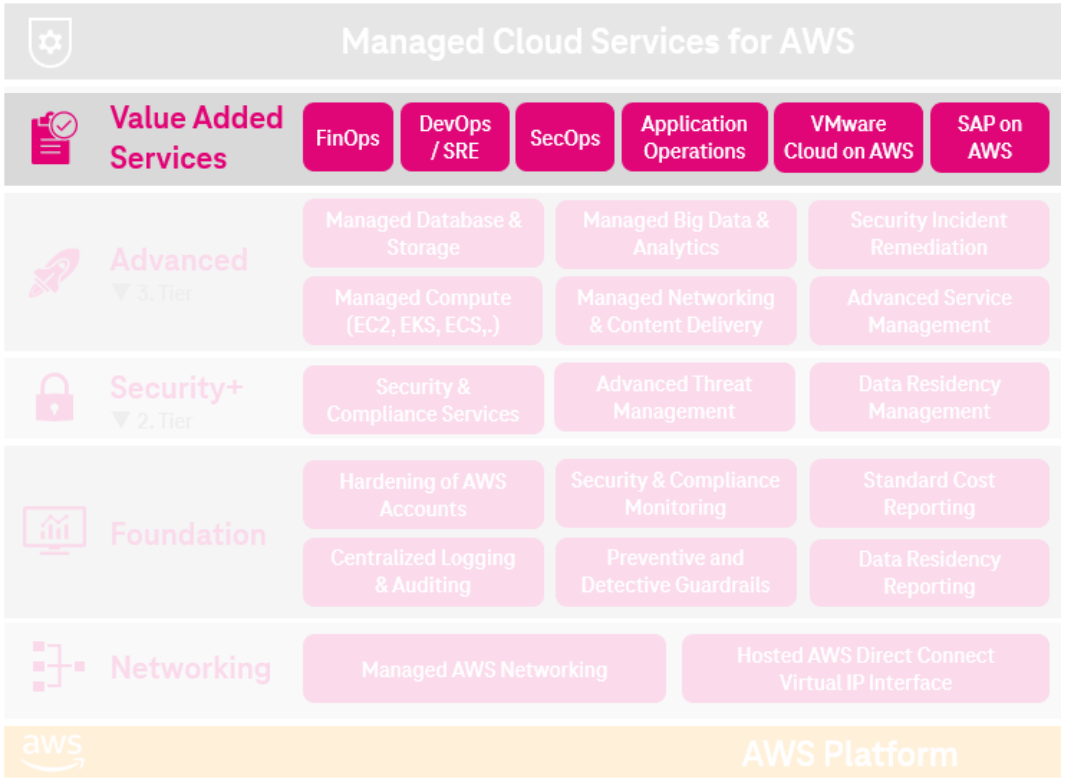
Managed AWS resources (Database, Storage, Networking, Compute, ...) with Monitoring, Patch Management, Backup, Service Scheduling

Security & Compliance Management
e.g. Auto remediations, Anti-Virus protection, Vulnerability Scan

Transparency on AWS expenses with selective reporting on cost expenditures

Integrated 24x7 Incident Management with technical support for AWS

3 Value Added Services



FinOps – Cost optimization for all workloads running on AWS accounts

DevOps/SRE – Maximizing the stability of the productive environment

SecOps - Security of the productive environment

Full workload management with AWS Well Architected benchmark

SAP HANA, VMware Cloud, Migration, Big Data & Analytics, Data Warehouse Modernization, ...

Data protection as a managed service

Roadmap Topic

Managed Data Protection

	Foundation	Security+	Advanced
Data Confidentiality	Managed Storage Encryption	Data Confidentiality Consultancy Advanced Security Assessment Key Management as a Service External Identity Management as a Service	
Data Residency	Service Restrictions (C5, SOC, PCI,...) Preventive and Detective Residency Guardrails Data Residency Reporting Regional Service Restriction	Data Residency Monitoring Data Residency Consultancy Data Residency Assessment	
EU-based Customer Support	EU based Managed Support by T-Systems	Partner-Led Enterprise Support *	
Trusted Cloud Landing Zone	Centralized Security and Compliance Monitoring Hardened Identity Management Preventive and Detective Guardrails Anomaly Detection Compliance Reporting Security Notifications Security Posture Report EU Cloud of Conduct Attestation	Hardened AMI based on CIS benchmark Federated Identity and Access Management (SSO) Attribute Based Access Control Compliance Auto Remediation PII Data Monitoring and Alerting Advanced Threat Management Anti-Virus & Anti-Malware Protection Security Dashboard Vulnerability Scan and Reporting Cyber defense center integration	Secured network connectivity * Container Security Landing zone based on Well Architected Framework Security Incident Management and Remediation Disaster Recovery Testing OS Patching & backup

* Value Added Service

Google Manages Services und Sovereign Cloud

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OUR GOOGLEOFFERING

FOUNDATION

Accelerated access to the platform and relief from administrative tasks

ADVANCED

Creating innovative business value through Managed Cloud Services

SAVE AND OPTIMIZE

Immediate implementations in the existing environment

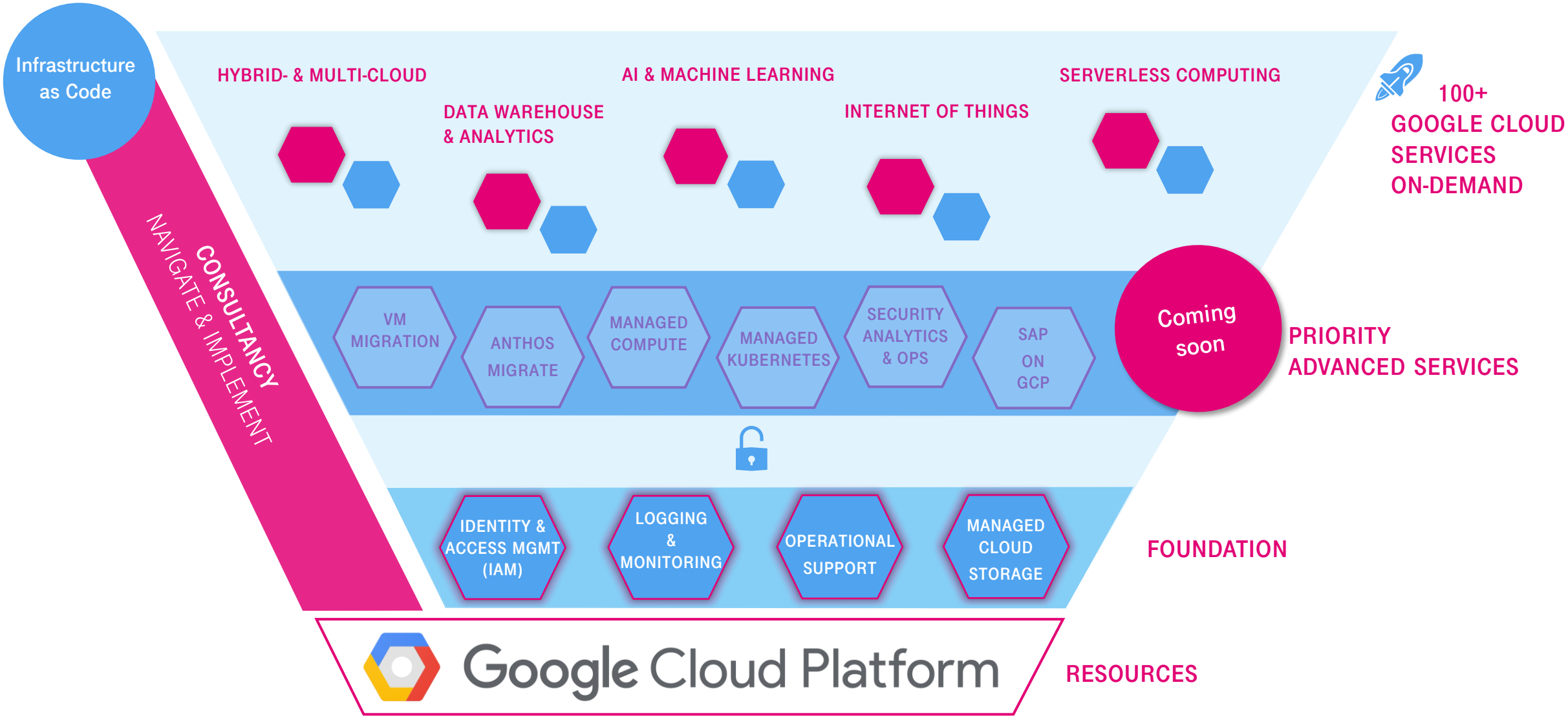
GETTING READY

Entry into the Google Cloud and discovering specific GCP services

INDIVIDUAL ONBOARDING

Individual Consulting and implementation of special requirements

MANAGED CLOUD SERVICES FOR GCP - OVERVIEW



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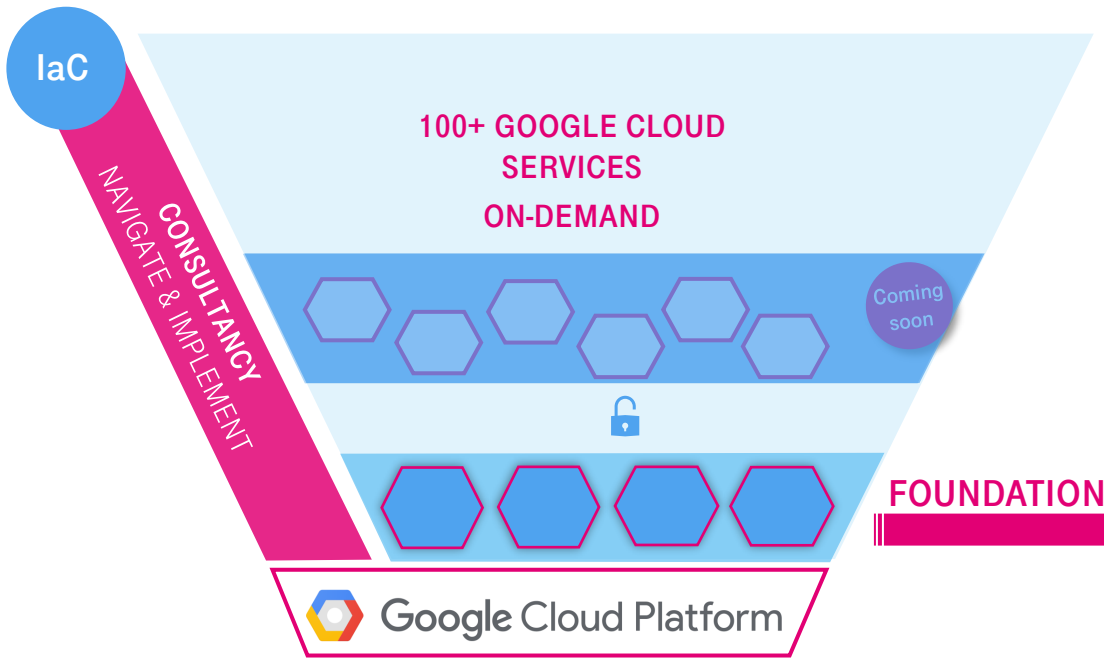
Google Cloud

MCS GCP - FOUNDATION



FOUNDATION

GCP Managed Cloud Services to fulfill our multi cloud portfolio

IDENTITY & ACCESS MGMT (IAM)

- **IAM** Managing security policies on users, roles and groups level
- **Dedicated GCP organizations** Setting up folder structure and project automation in a dedicated organization
- **Multi-factor Authentication and Password Policy** for access to GCP console
- **Corporate policies** at Org level

LOGGING & MONITORING

- **Audit logging** Audit Logs for all GCP Services and centralized into a private and encrypted Storage Bucket
- **Centralized monitoring** Security Monitoring with an internal (TSI) operations account

MANAGED CLOUD STORAGE

- **Data classification** by **key value** depending on their criticality and its related authorizations
- **Complete encryption** of all data regardless of access policies and authorizations

OPERATIONAL SUPPORT

- **Operational Support** via **international Service Desk**
- **Incident** Tickets can be reported in German and English on a 24/7 basis. Events are processed according to their criticality
- **Change management** Create, change or delete: IAM group, IAM user, IAM role, IAM policy; reset IAM user password

Die verschiedenen Stufen unseres Sovereign Cloud Angebotes

T-Systems Sovereign Cloud powered by Google Cloud

Sovereign Controls by T-Systems

basierend auf

Google Public Cloud

Sovereign Controls durch T-Systems für die populärsten Google Cloud Services.

Erfüllt Anforderungen an Datenspeicherort, Z ugriffskontrolle und lokale Unterstützung.

Live!

Supervised Cloud by T-Systems

basierend auf

Google Supervised Cloud

Von T-Systems betriebene Google Cloud inklusive der Wartung.

Erfüllt zusätzliche regulatorische Anforderungen an lokale Kontrolle.

Hosted Cloud by T-Systems

basierend auf

Google Distributed Cloud

Vollständige operative Kontrolle und Unabhängigkeit durch eigenständige Hardware und Open Source basierte Software.

Erfüllt höchste Anforderungen durch die fehlende Netzanbindung an Google Cloud. Die Open Source-Nähe ermöglicht den unabhängigen Weiterbetrieb im Extremfall.

sensibel — hochsensibel

Daten

Sovereign Controls by T-Systems

EXTERNAL KEY MANAGEMENT

Die Schlüssel zur Verschlüsselung der Kundendaten werden von der T-Systems außerhalb der Google-Infrastruktur gespeichert und verwaltet

SOVEREIGN CONTROLS SUPPORT

Anfragen zur technischen Unterstützung werden nur von Mitarbeitern mit Sitz in der EU bearbeitet

DATA RESIDENCY CONTROLS

Die Daten werden ausschließlich in Deutschland gespeichert und dürfen nicht ins Ausland gelangen

PHYSICAL SECURITY

T-Systems Sovereign Experten überwachen den Zugang zu den Google Rechenzentren und überprüfen regelmäßig die Sicherheitsmaßnahmen vor Ort

ACCESS CONTROLS & ACCESS TRANSPARENCY

Der administrative Zugriff auf Kundendaten und Workloads wird protokolliert, geprüft und nur unter vordefinierten Bedingungen genehmigt

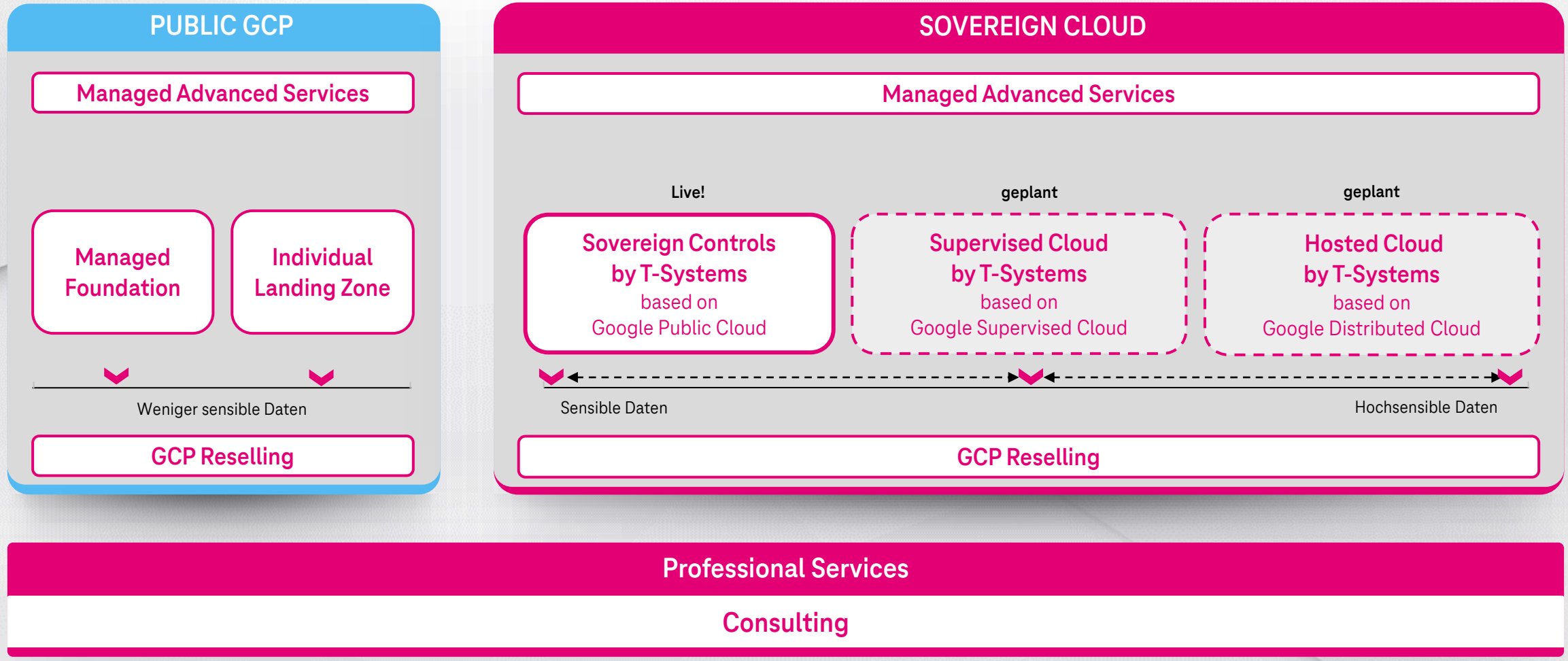
SECURITY OPERATION CENTER

T-Systems bietet zusätzliche Sicherheitsmaßnahmen und Code-Analysen hinsichtlich der von Google unterstützen Produkte mit Sovereign Controls

Key features Sovereign Controls

Unser Google offering – eine Übersicht

Abhängig von der Sensibilität der Daten sind verschiedene Kombinationen möglich.



Ganz herzlichen Dank

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