

# Appirio Cloud Management

## Current Situation

As enterprises move their IT applications and infrastructure to the cloud, there is a growing need for ways to manage and enhance these cloud applications over time. Cloud applications and platforms require more agile on-going management and maintenance processes than traditional applications.

Since there is no hardware or infrastructure software to manage, there is significantly less overall effort involved in maintaining cloud applications. However, because flexibility and innovation are among the primary benefits of cloud applications, an organization that simply “maintains” cloud applications is only realizing a fraction of the potential benefits.

In order to take advantage of cloud applications, an organization should not only maintain the system, but also enable business users to proactively support evolving business requirements. The question is how to do this without having specialized staff to administer, support, maintain and enhance these solutions.

## Appirio’s Cloud Management Solution

Appirio offers a portfolio of Cloud Management services to help enterprises maintain, enhance and monitor their cloud applications. We offer Cloud Management for cloud applications such as salesforce.com and Google Apps, as well as solutions built on Force.com.

Cloud Management Offerings	  
<b>Maintain</b>	<ul style="list-style-type: none"> <li>Ongoing administration of your environment: user management, profiles, roles, etc.</li> <li>Management of business rules, reports, workflows, or other site or object configuration changes</li> <li>Support: Level 2 tech support, escalations and knowledge-base/FAQs</li> </ul>
<b>Enhance</b>	<ul style="list-style-type: none"> <li>Enhancements: Cloud application configuration and development updates including new Visual Force UI pages, Apex triggers and Google sites and gadgets</li> <li>Release Management: sandbox and regression testing before new platform updates releases</li> </ul>
<b>Monitor</b>	<ul style="list-style-type: none"> <li>Upkeep and monitoring of integrations across cloud and on-premise applications</li> </ul>

These offerings can be customized based on requirements, expected demand and desired pricing model. Appirio Cloud Management services thus provide a more flexible, predictable, lower cost and results-oriented approach to maintaining and enhancing your cloud applications.

## Getting Started

For more information, email [cloud@appirio.com](mailto:cloud@appirio.com) or visit [www.appirio.com/cloudsourcing](http://www.appirio.com/cloudsourcing)

Appirio ([www.appirio.com](http://www.appirio.com)), a cloud solution provider, offers both products and professional services that help enterprises accelerate their adoption of the cloud. With over 2500 customers, Appirio has a proven track record of implementing mission-critical solutions and developing innovative products on cloud platforms such as salesforce.com, Google Apps, and Amazon Web Services. From offices in the U.S. and Japan, Appirio serves a wide range of companies including Avago, Hamilton Beach, Japan Post Network, Ltd, Pfizer and Qualcomm. Appirio was founded in 2006, is the fastest growing partner of salesforce.com and Google, and is backed by Sequoia Capital and GGV Capital.

© 2010 Appirio Inc. All rights reserved.

## Business Benefits

**Centralized, focused maintenance services, at predictable cost:** We offer a single point of contact that understands your business process and can work directly with your business stakeholders to provide quicker results.

**On-demand, specialized resource bench for enhancements:** Cloud platform functionality evolves quickly. Our team of experts is up-to-date on these platforms and able to bring that knowledge as well as industry best practices to you.

**Reliability, uptime and risk mitigation through monitoring:** Cross cloud integration is an important part of leveraging a cloud infrastructure and Appirio can help you monitor and maintain those integration points to ensure your information is current and accurate.