Product Brochure
Singtel Managed Service for Public Cloud

Modernise your IT and drive innovation

Singtel Managed Service for Public Cloud simplifies the adoption of public cloud services by offloading the critical but routine task of infrastructure operations. With Singtel Managed Service, enterprises can focus on application modernisation, skills development, and business process integration.

Singtel Managed Service for Public Cloud

Enterprise Challenges

More and more enterprises are migrating workloads to public clouds to improve control, performance and flexibility. To be able to harness the benefits of the public cloud, organisations need the relevant skills and experience to:

• Identify and migrate workloads suitable for public cloud environments
• Integrate, manage and proactively monitor public cloud environments and applications.
• Protect their businesses from data loss, outages and security risks.

Singtel Managed Service for Public Cloud

Singtel Managed Service for Public Cloud offers a comprehensive approach to cloud adoption that enables enterprises to migrate and scale quickly and securely, at lower operating costs.

Our cloud experts assist enterprises with the key core areas required for cloud operations that include:

• Provisioning and onboarding of the stacks into the cloud environment

• Security and compliance

• Ensuring that tooling operations are launched and deployed against the environment when the structure is provisioned

• Providing insights and cost optimisation pathways on running environments (OS level patching, backups, and continuity snap shots).

• Managing and coordinating all change management for ITSM processes, business flows, infrastructure provisioning and incident requests.

Scope

Singtel works with your IT team to evaluate applications and workloads, identify migration and transformation activities. With the target landscape defined, we assist in onboarding systems into the new environment, via a single programme that manages the sequence of events through to operational support.

For a smooth transition to the public cloud, our Cloud Lifecycle services help with the planning and migration, or transformation of your on-premises and other cloud workloads into AWS, Azure and Google Cloud Platform.

This is a monthly recurring service, with charges aligned to the enterprise's AWS, Azure and Google Cloud Consumption consumption. With Singtel as a first point of contact for all incident management and bill enquiries, enterprise get the most out of their investment without the lock in of a traditional Managed Service provider contracts.

Benefits

Migrate quickly and securely

Infra ops and response/resolution SLAs to run operations and lower operating costs and risks

Adhere to compliance requirements

Pilot innovative service projects and scale up quickly

Manage 24x7 infrastructure operations in an automated model

Evolve services rapidly to stay ahead of the competition

Technical details

Services included

Managed Services provides operational management support a wide-range of services from Compute, Database, Analytics, Storage, Networking, Developer Tools, Security, Identify and Compliance. For a detailed list of supported AWS, Azure and Google Cloud Platform services, please contact your Singtel Account Manager or Cloud Sales Specialist.

Supported operating systems

Windows 2008 R2, Windows 2012 R2, Windows 2016, Windows 2019, Amazon Linux and Linux 2, RHEL 6.5+, RHEL 7.x+, Cent OS 6.5+, 7.x, SUSE Linux Enterprise Server 12 SP4, and Oracle Linux 7.5.

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Network connectivity requirement

The primary network access between your office and the AMS Virtual Private Cloud (VPC) will either be a Direct Connect link and/or a Site-Site VPN to your on-premise internet device (typically a firewall). Links to other VPCs (including the optional Singtel Group Services VPC) will be via Transit Gateways or PrivateLink. If the enterprise is not using a Singtel Group Services VPC, the management link between your AMS VPC and Singtel Group will be via a public cloud Managed VPN.

About Singtel

Singtel is Asia's leading communications technology group, providing a portfolio of services from next-generation communication, technology services to infotainment to both consumers and businesses. For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of enterprise mobility solutions, data hosting, cloud, network infrastructure, 5G, IoT, analytics, robotics and cyber-security capabilities. The Group has presence in Asia, Australia and Africa and reaches 700 million mobile customers. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 362 cities.

Awards

Frost & Sullivan 2020 Best Practices Award
Competitive Strategy, Innovation & Leadership Award
2019 VMware Cloud Provider of the Year award

Frost & Sullivan 2018 and 2019 Best Practices Award
Singapore Cloud Infrastructure Competitive Strategy, Innovation & Leadership Award

2019 Microsoft Tech Intensity Award

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