

# 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)) is a cloud solution provider that offers technology and professional services to help enterprises accelerate their adoption of public cloud applications and platforms. Appirio’s innovation and expertise has been recognized by *BusinessWeek* as one of America’s Most Promising Startups and by *AlwaysOn* as 2010 On-Demand Company of the Year. Appirio has helped more than 200 leading enterprises implement, build and manage mission critical cloud solutions using salesforce.com, Google, Workday and Amazon. We are proud to serve a wide range of customers such as Avago, the City of Los Angeles, Diversey, Dunkin Brands, Flextronics, Japan Post Network, Ltd., IMS Health, Motorola, Qualcomm, RehabCare, Safety Kleen, Starbucks and VMware. Founded in 2006, Appirio has offices in the U.S. and Japan, and is backed by Sequoia Capital and GGV Capital.

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## 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.