Smarter technology for all

Unlock the Transformative Value of the Cloud to Enable New Possibilities

Taggart Robertson, Lenovo
Robert Orshaw, Deloitte

Lenovo + **Deloitte.**

An Introduction

Taggart Robertson, Global Alliance Director
Global SAP Alliance, Lenovo

Robert Orshaw, Managing Director
Cloud Operate, Deloitte Consulting

Let's talk about a few things...

- Current IT challenges & Trends
- Who we are
- Introducing Lenovo TruScale Multi-Cloud
- Why TruScale Multi-cloud
- How we operate
- Industry Use Cases
- Learn more

Unmatched in our ability to deliver the knowledge and expertise

Lenovo

- 🏆 Power of the Profession™ **Supply Chain** Award Finalist (Gartner, 2022)

- ⭐ #9 **Global Supply Chain** (Gartner, 2021)

- #1 in x86 **server reliability** (ITIC, 2014-2022)

- Leader in **Premium Support Experience** (TBR, 2020)

SAP Global Partner | SAP Pinnacle Awards 2018 Finalist | SAP Pinnacle Awards 2019 Winner | SAP Pinnacle Awards 2021 Finalist

Deloitte

- Global Leader in **Public IT Cloud Transformation** (Gartner, 2022)

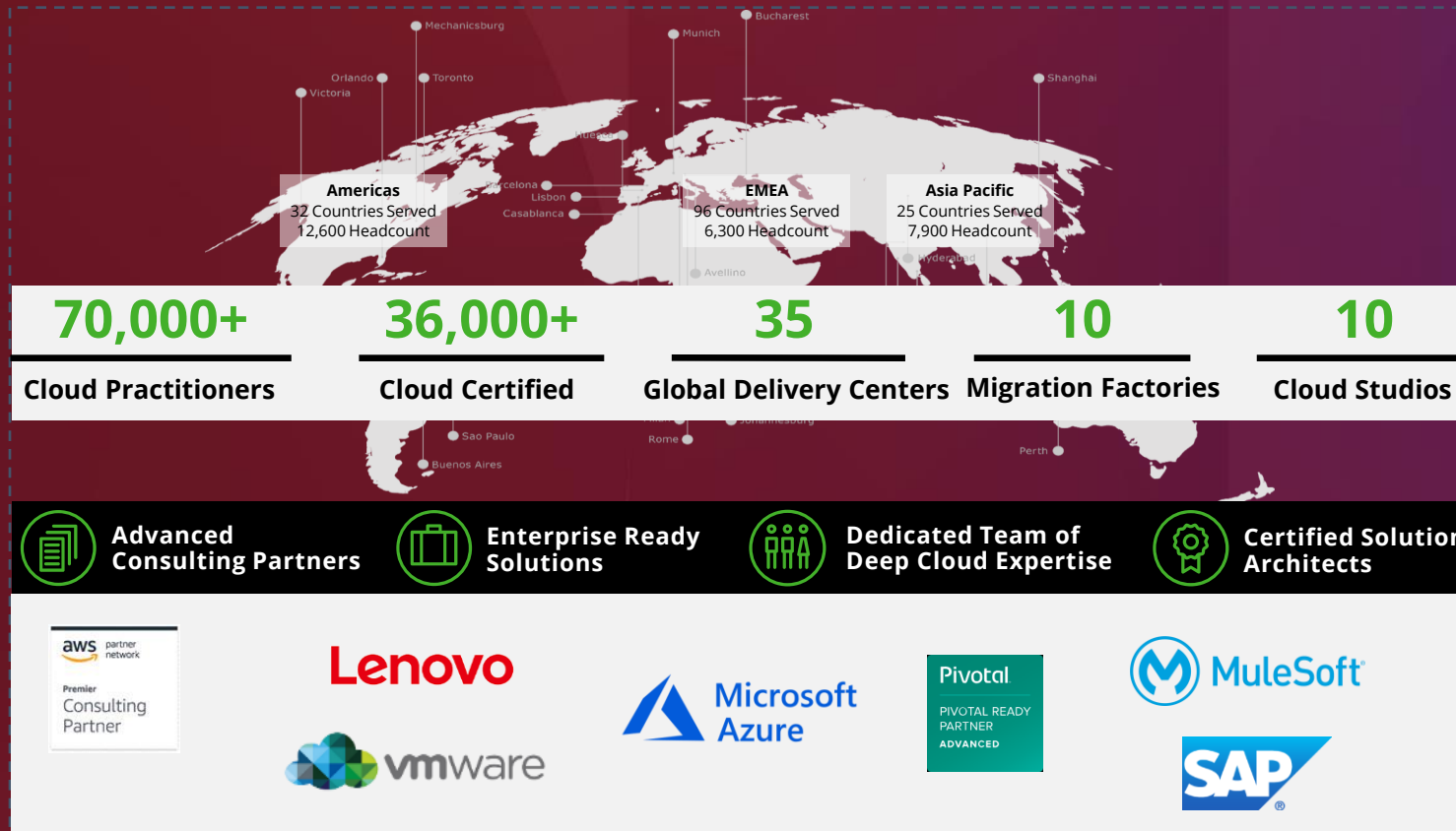- Leader in **Application Modernization and Migration Services** (Forrester, 2021)

- ⭐ Visionary in **Data Outsourcing and Hybrid Infrastructure Managed Services** (Gartner, 2022)

- Leader in **Multicloud Managed Services** Providers (Forrester, 2020)

2022 SAP Pinnacle Award — Cloud Business Transformation – Sales Excellence

2022 SAP Pinnacle Award — Sales Excellence Partner of the Year – Large Enterprise

2022 SAP Pinnacle Award — Industry Cloud Partner of the Year

2022 SAP Pinnacle Award — SAP Business Technology Platform Partner of the Year

2021 SAP Pinnacle Award — SAP SuccessFactors Partner of the Year - Large Enterprise

2021 SAP Pinnacle Award — Customer Experience Partner of the Year - Large Enterprise

2021 SAP Pinnacle Award — Delivery Excellence Partner of the Year

2021 SAP Pinnacle Award — SAP S/4HANA® Partner of the Year - Large Enterprise

2020 SAP Pinnacle Award — SAP S/4HANA® Partner of the Year - Large Enterprise Customers

2020 SAP Pinnacle Award — SAP S/4HANA Cloud Partner of the Year - Large Enterprise

2020 SAP Pinnacle Award — SAP SuccessFactors® Partner of the Year - Large Enterprise

Moved more workloads to cloud than any other provider as the #1 cloud migration factory in the industry

Americas
32 Countries Served
12,600 Headcount

EMEA
96 Countries Served
6,300 Headcount

Asia Pacific
25 Countries Served
7,900 Headcount

70,000+	36,000+	35	10	10
Cloud Practitioners	Cloud Certified	Global Delivery Centers	Migration Factories	Cloud Studios

- **Advanced Consulting Partners**
- **Enterprise Ready Solutions**
- **Dedicated Team of Deep Cloud Expertise**
- **Certified Solution Architects**

aws partner network — Premier Consulting Partner

Lenovo

Microsoft Azure

Pivotal — PIVOTAL READY PARTNER ADVANCED

MuleSoft

vmware

SAP

"A Worldwide leader in Cloud Professional Services based on strategy and capability" **– IDC**

Gartner has named Deloitte a Leader in the 2022 Magic Quadrant for SAP S/4HANA Application Services, Worldwide
Source: Gartner, May 2022

"The global leader in Business Transformation Consulting based on strategy and current offering." **– Forrester**

"A global leader in Cloud Consulting based on capabilities"
– ALM Intelligence

Gartner Magic Quadrant for SAP S/4HANA Application Services

IDC: Worldwide Cloud Professional Services
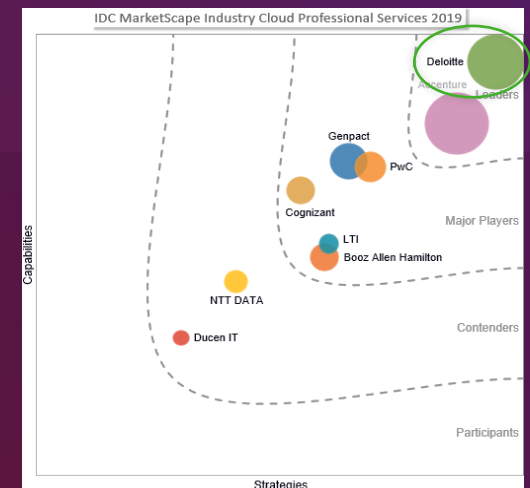
The everchanging challenges of IT.

Reconfiguring your collaboration spaces for employees returning to the office?

Have a mobile team that needs stronger endpoint security immediately?

Need to spin up extra high-availability cloud storage to meet rising demands?

Have a distributed SAP application workloads on-premises and in the Public Cloud

Being asked to support other areas of the business, such as HR, ESG, and Sales?
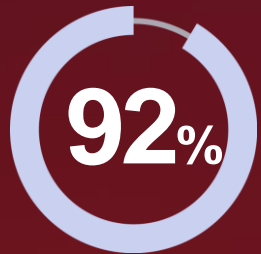
As a service trend: an answer to your demand for better, faster IT.
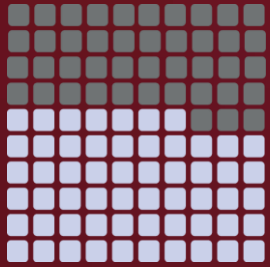
57% of IT leaders would replace half or more of their company's current technology.*

63% of CIOs report an increasing use of Device as a Service year on year.*

92% of ITDMs leaders would definitely or probably consider adding new as a service offerings over the next two years as a result of a changing business model.*

Lenovo TruScale

Introducing: Lenovo TruScale.

Proven solutions from the industry's broadest portfolio, from pocket to cloud.

Reliable, transparent, high-quality solutions, backed by a global structure that is positioned deliver anytime, anywhere.

Unleash the tech your teams need, as a service, anywhere in the world.

Predictable payment models under a unified contract framework - without upfront costs.

Unleash innovation, faster!

LENOVO TRUSCALE MULTI-CLOUD WITH DELOITTE
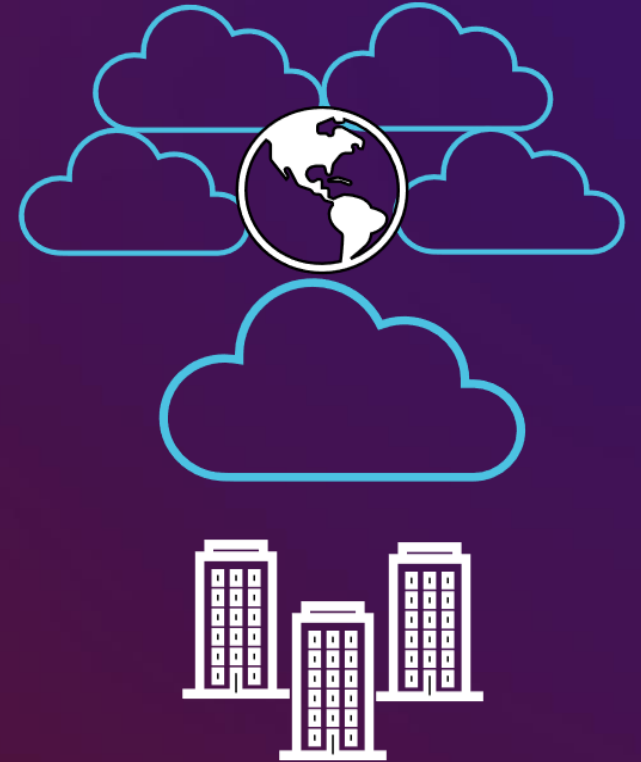**Operated by you. Managed by us.**

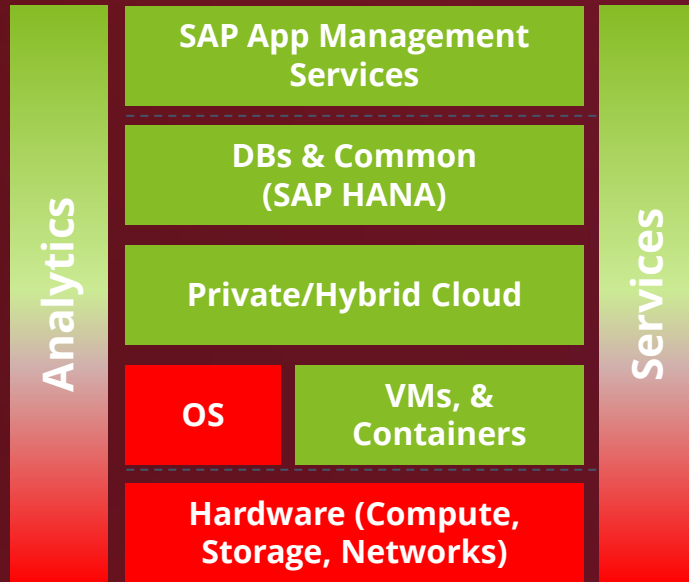**FULLY MANAGED, SINGLE SUPPORT MODEL**

FLEXIBLE COMMITMENTS

ALWAYS RIGHT SIZED, NO SACRIFICE

Lenovo
Deloitte.

...WHICH BRINGS TOGETHER INFRASTRUCTURE, PLATFORM, & MANAGED SERVICES...

Value delivered...

Single pane of glass for all cloud workloads – Public/Private

Cloud like consumption model and operations to simplify back-office infra IT management

Fully managed solution with guaranteed uptime and SLAs at the OS and Platform level

Allow IT to focus on mission critical business application and innovation for the end-customer

Enhance security and compliance through Deloitte's industry leading tooling and capabilities

...to address customers' IT needs

Reduce physical IT infra cost

Flex consumption for on-prem infra

Lack of rapid deployment of full stack solution

Strengthen control on cyber security

Lack of rapid incident support / remediation
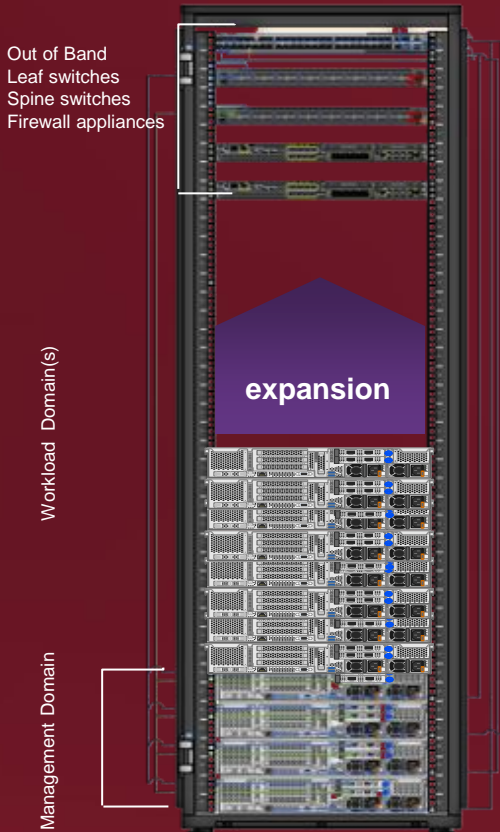
Streamline complex & critical IT process

Focus resources on business-critical applications

TRUSCALE HYBRID CLOUD WITH OPENCLOUD

Lenovo TruScale

what is proposed ?

Hardware

Out of Band
Leaf switches
Spine switches
Firewall appliances

Workload Domain(s)

expansion

Management Domain

\+

Infrastructure

VMware® SDDC

Infra Backup

Integration with Public cloud Workload

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Platform

Single pane of Glass OpenCloud

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Services

Shipping Services

Second Stage Services

Installation & Deployement Services

Security Services

Cloud Management Services

Application Management Services

\+
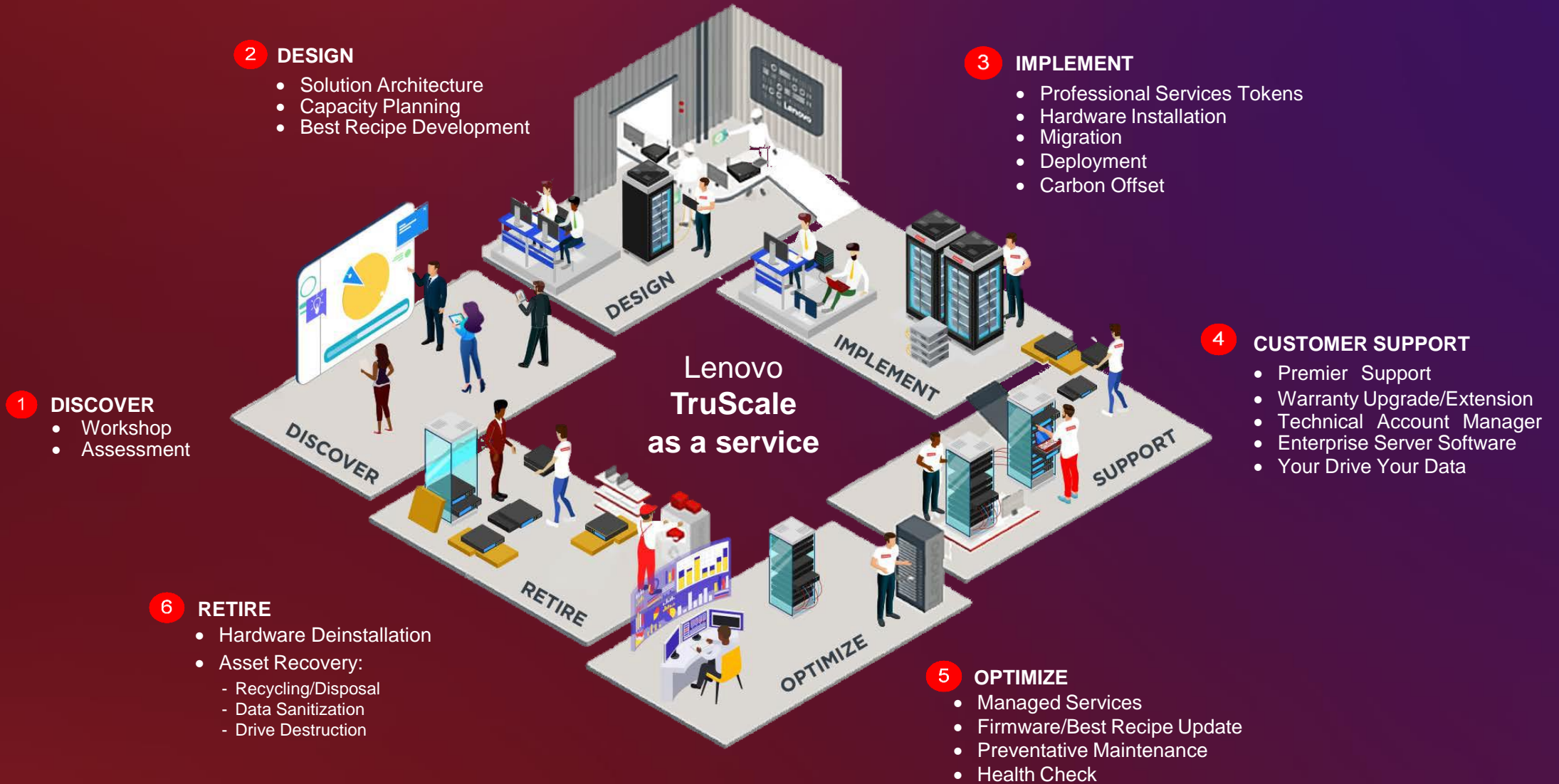
Operations

24/7 End-to-end Managed Service

Dedicated point of Contact

Proactive Monitoring

INFRASTRUCTURE SERVICES LIFECYCLE

2 DESIGN
- Solution Architecture
- Capacity Planning
- Best Recipe Development

3 IMPLEMENT
- Professional Services Tokens
- Hardware Installation
- Migration
- Deployment
- Carbon Offset

4 CUSTOMER SUPPORT
- Premier Support
- Warranty Upgrade/Extension
- Technical Account Manager
- Enterprise Server Software
- Your Drive Your Data

1 DISCOVER
- Workshop
- Assessment

6 RETIRE
- Hardware Deinstallation
- Asset Recovery:
  - Recycling/Disposal
  - Data Sanitization
  - Drive Destruction

5 OPTIMIZE
- Managed Services
- Firmware/Best Recipe Update
- Preventative Maintenance
- Health Check

Lenovo
TruScale
as a service

DETAILS MAKE PERFECTION, AND PERFECTION IS NOT A DETAIL

Hybrid Cloud Extension

Cloud Operating Model & Cloud Management

AWS	Azure	GCP	HEC

Truscale - SECOPS

CUSTOMER SEIM

TruScale

OpenCloud

Deloitte - Secops

Integration

Loggings

Operations

Software-Defined Data Center/VCF

SAP workload

Management Platform

Network Virtualization

Hardware

Hardware Management Platform

vSphere

Storage platform

Switches/Firewall

ThinkAgile VX

Location

Customer DataCenter(s)

Security

Operations

- Firewalls *
- Network for micro-segmentation
- Operational Support
- SSO Authentication (Users and Groups
- Core Operations roles/privileges Definitions)
- SecOps on the Management Network
- Certificate Authentication
- Standard Operating Procedures (SOPs
- Encryption
  Cloud Operations
- SecOps
- Security Compliance
- Vulnerability Scanning

Customer components provided

HOW MANAGED SERVICES OPERATES

Multi- Cloud Managed Services

End-to-end Hybrid Cloud Operations
- 24 x 365 Support
- SLA/SLO Management
- Omni-Channel Support, ITSM e-Bonding
- Operational Health / Reporting

Core Operations
- Platform Architecture & Governance
- Availability & Continuity Management
- IT Service Management

Security & Control
- SecOps team members to grantee Security Management

Client Service Delivery Pod
| Cyber | Compliance | Cloud Economics | Cloud Platform |
- Dedicated Pods focused on delivery of specific client solutions
- Experienced DevSecOps team members with deep automation expertise
- Leverage common services and processes across Pods to ensure consistent, reliable, and cost-effective delivery

Leading Practices
| IT Service Management | Automated Operations |
| Alerts, Monitoring & Workflow | ChatOps | Integrated Controls Framework |
- Complete Standard Operating Procedures (SOPs)
- Consistent standards support increased automation
- Reports & dashboards providing operational transparency
- Proactive management & optimization of cloud costs

OpenCloud Cloud Management Platform
- Pre-integrated services and tools
- 130+ predefined guard rails with auto-remediation
- Common automation platform for DevSecOps
- Value-add service for landing zones, real-time CMDB, network integration & cyber management

AWS, Azure, GCP, Lenovo TruScale
- CSP Enterprise Support optionally included

People

Processes

Technology

Cloud Services Provider

Benefits

- Focused on service delivery excellence and continuous improvement
- Everything is tracked using ITSM tooling
- Support customer with aggressive SLA

- Teams with deeper knowledge about the type of solutions they are supporting
- Greater reliability, productivity, and repeatability
- Continuous improvement of our leading practices
- Greater scalability
- More cost effective delivery

- Repeatable and consistent operations
- Greater reuse of automation playbooks
- Ability to meet a broad set of compliance requirements (e.g. SOC2, GDPR, HIPAA)
- Enhanced service levels (SLAs) at reduced costs

- Consistent provisioning and management
- Predefined and extensible enterprise controls
- Deployable across all CSP regions
- Self-service and client management portals
- Advanced analytics & reporting

- Integrated access to CSP support engineers

...AND ADDRESSES THE FOLLOWING INDUSTRY USE CASES*

Initial identified industries or cross industry use cases:

| **Life Science and Healthcare** | **Government** | **Oil and Gas** | **SAP** |

Client Scenarios

Medical Imaging / Medical Records

- Low latency and speed to render requirements drive need for on premise storage
- Very low risk tolerance
- HIPAA regulations may not be achievable in Cloud solutions

Hospital

- Emergency medical applications must be always accessible

Highly Regulated Data and Applications

- Heavily regulated application environments require localized controls unavailable in Cloud
- Data sovereignty prevents use of Cloud(s)
- OpEx strategy for IT expenses required for new technology acquisition

Remote Facilities Environments

- Multiple satellite/remote facilities with limited network connectivity capabilities
- Modern applications needed (containers, etc.)
- Predictable growth anticipated over time where budgets follow growth

ERP and Application Management

- Large, recent, investments in data centers prevent workload moves to Cloud
- Investment in SAP S/4 HANA Private Cloud licenses
- Need to fund SAP upgrade through OpEx due to shortage/strategic CapEx
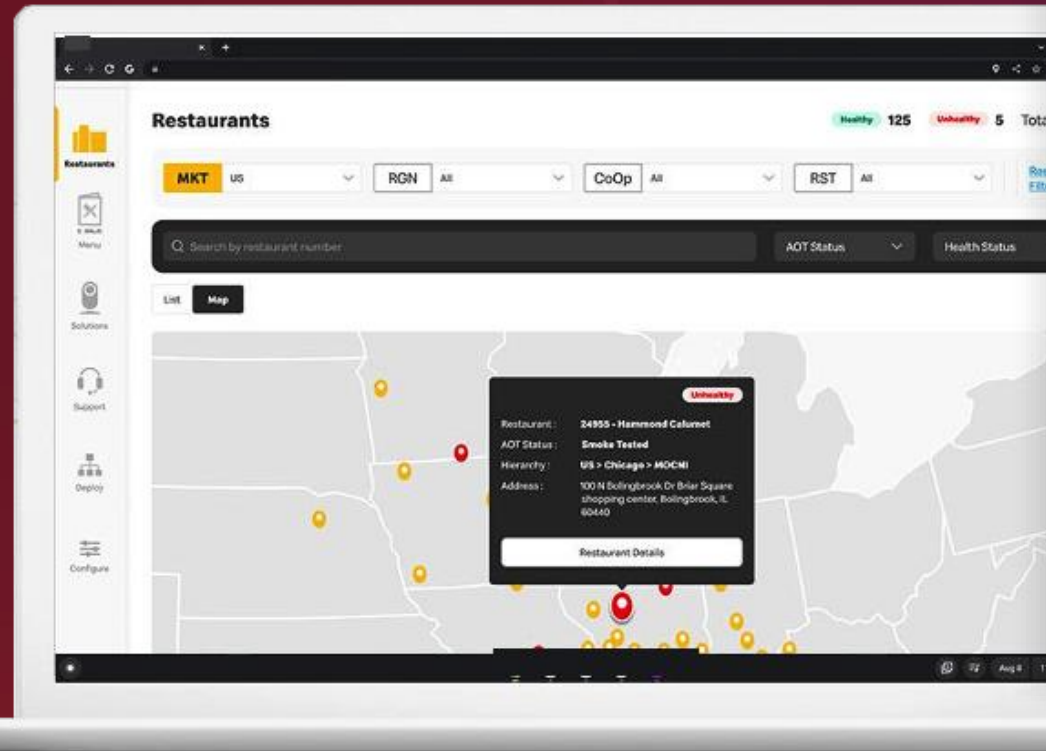- Modern infrastructure required to support SAP and ancillary applications

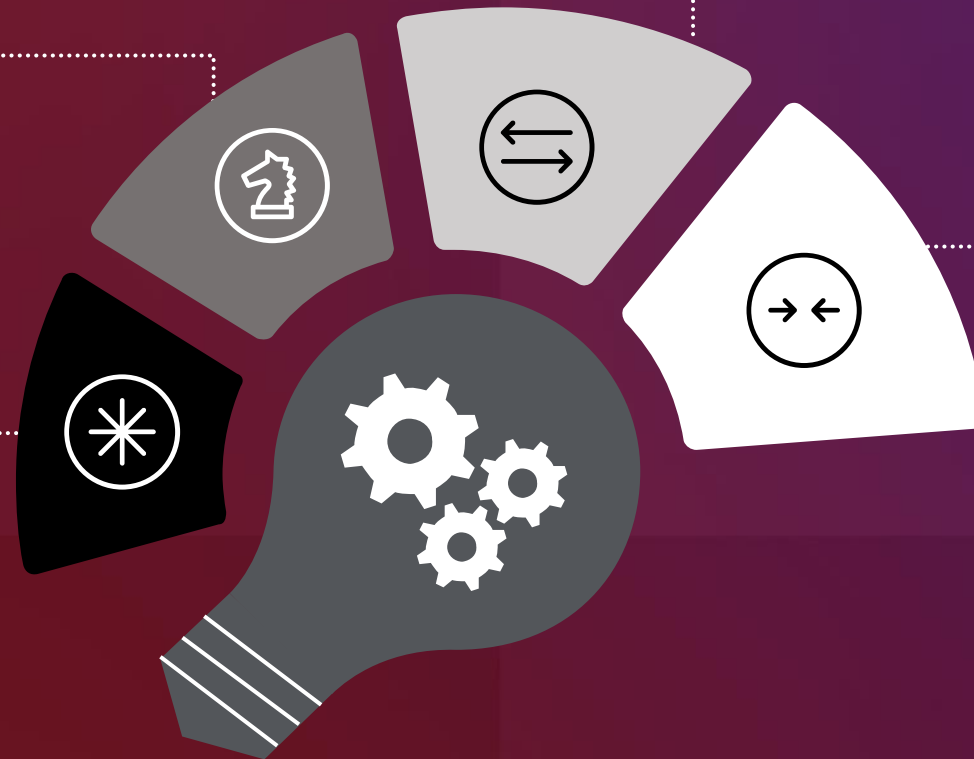*Additional industry use cases available*
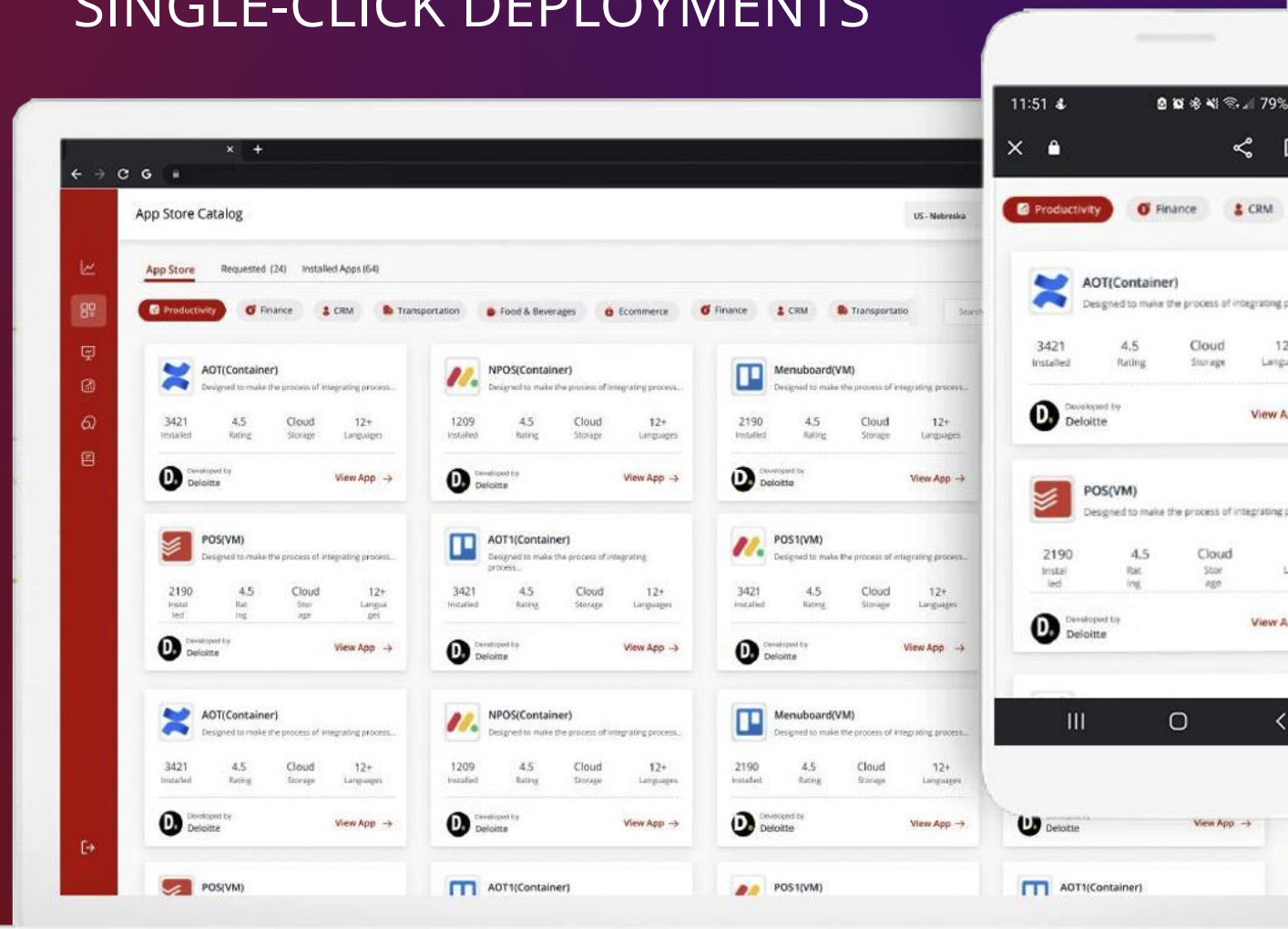
Complete observability to every restaurant, server, and app in real time
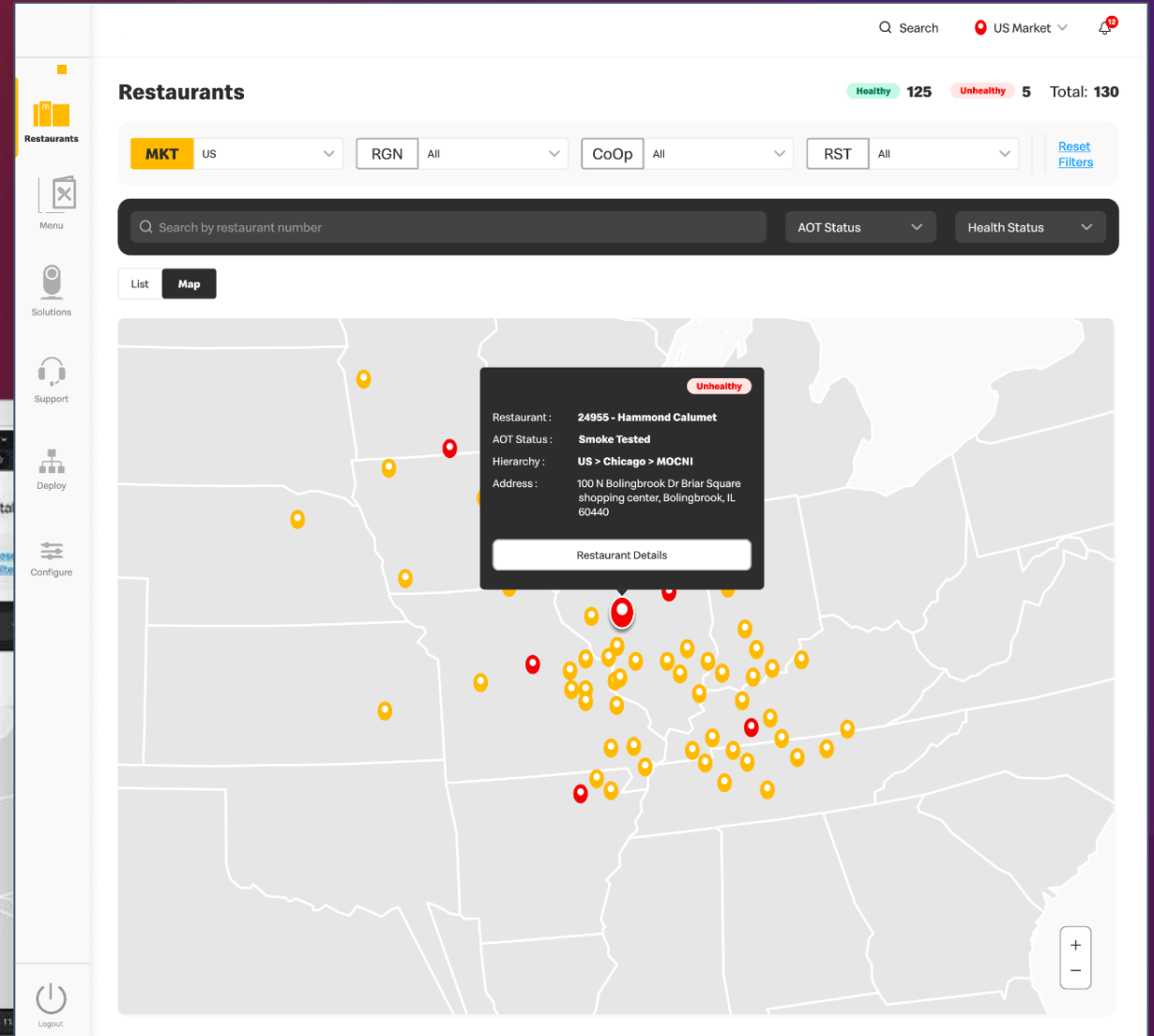
THE MOMENT FOR CONVERGENCE IS NOW

Lenovo TruScale

You need a platform for the future, not just for current apps

Competitors and consumers are not standing still

Current State: redundancy, human error, elongated testing/rollout, messy integration

The clock has started on the shared technology vision

ONLY WE CAN DELIVER ALL OF WHAT YOU WANT

Lenovo TruScale

Scalability

Hardware-agnostic - scales from smallest restaurant to largest by flexing CPU, storage, and memory to meet *any* convergence requirement

Silicon-as-a-Service is able to scale cost and compute up/down after deployment

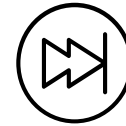Only team with a supply chain that meets your deployment schedule
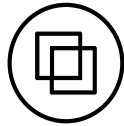
Standardization

One three-node cluster can replace all other restaurant compute

App store with automated management and distro of apps ensures every franchise has the right software

Everything performed against the same platform: development, testing, security, deployment—all of it

Speed and Efficiency

We will enable restaurants to deploy applications hourly or even by the minute—with no downtime, manual labor, or mistakes

In-restaurant compute means sales continue despite internet outages

With TruScale, seamless hardware refreshes are included with no downtime

Observability

Visualize every machine across all franchises from Earth-scale down to the individual restaurant

Security compliance, uptime, performance, capacity, current tickets, back-up status, etc. will be accessible—from one portal

Lenovo
TruScale

Smarter unleashes innovation, faster.

The industry's broadest portfolio, from the pocket to the cloud, delivered as a service, everywhere in the world.

Visit: lenovo.com/TruScale

thanks.