

## Sunrise's solutions: Service Management in the Cloud

The case for placing business applications in the Cloud and for 'Service' based charging models has been widely made. Cloud based solutions allow for a flexible, scalable, and secure approach to accessing your business applications and data wherever and whenever you need it.

SaaS (Software as a Service) has changed the way that organisations access and consume both applications and data. Whether your interest is in software for the Service Desk, IT Service Management, or client facing Help Desks, Sunrise's Cloud proposition delivers the functionality that you need, from a world class hosted environment.

### Confidence in the Cloud

Sunrise Software's Cloud offering is a scalable, secure, highly available and reliable enterprise-class service with no costly hardware and upfront licence fees, leading to a more predictable overall cost model.

With encrypted access to a unique portal your data is kept secure, and not combined with any other customer's information.



### Business Continuity

All data is backed-up for business continuity and disaster recovery purposes and continually and pro-actively monitored to ensure your cloud solution delivers the "always on" certainty that your business needs. Maintenance patches are automatically applied ensuring you're always up-to-date and on the latest version – important from both a security and performance perspective.

### World Class Partnership

Sunrise Software is proud to be an IBM Business Partner, hosting its cloud services on IBM Cloud, a world class cloud service developed by IBM. Information security standards and management practices for cloud services are aligned to ISO/IEC 27001 standard for information security management and comply with the ISO/IEC 27002 Code of Practice for Information Security Controls. Assessments and audits are conducted regularly by IBM to track compliance with its information security standards. Additionally, independent third party industry standard audits are performed annually in all IBM production data centres.

Built on  
IBM Cloud

<https://www.ibm.com/cloud/compliance>

<https://www.ibm.com/cloud-computing/bluemix/data-centers>

<https://console.bluemix.net/docs/security/index.html#security>



Your Sunrise software solution is hosted in an IBM Cloud Tier III Data Centre:

#### More than just a secure building...

Building and operating a best in class data centre involves more than filling a room with servers. Every aspect of an IBM Cloud data centre—from location and accessibility to power density and redundancy—is designed to guarantee its security, resiliency, and efficiency. IBM builds each centre to the same spec and equip it to provide the full IBM Cloud catalog of services. And each is staffed 24x7 with experts to troubleshoot and address the rare issues that can't be directly resolved through our automated management system.

#### Redundant, Best in class Infrastructure

##### Redundant power, cooling and network carriers

All IBM Cloud data centres maintain multiple power feeds, fiber links, dedicated generators, and battery backup. They are built from industry-leading hardware and equipment, ensuring the highest level of performance, reliability, and interoperability. There are regular inspections and tests of the redundant n+1 power and cooling resources to guarantee stability in the data centre.

#### Standardised Pod Design

##### Standardised, best practices-based facilities

Each data centre facility features one or more pods, each built to the same specifications with best-in-class methodologies to support up to 5,000 servers. Leveraging this standardisation across all geographic locations, IBM optimises key data centre performance variables including: space, power, network, personnel, and internal infrastructure

#### High Performance Rack Architecture

##### Better power, bandwidth, and support for each server

IBM has designed the racks to provide high bandwidth, ample power, simplified system deployment, and faster issue resolution. Each rack has 40Gbps of connectivity right to it—20Gbps to the private network, 20Gbps to the public network—for exceptional and consistent network performance for every system.

#### Our Clients



#### About Us

Sunrise Software has over 20 years' experience building and implementing service management software that enables organisations to support both internal and external customers. The software is designed to meet industry best practice and is easily configurable to meet individual organisations' specific needs. The software is browser based, making it easy and intuitive to use.

Applications are suitable for departments including IT, providing technical and support services, Customer Service, speaking to external customers, and others such as Facilities Management and HR/Payroll that are providing services to staff and managing third party suppliers. The software is available as a Software as a Service (SaaS) / Cloud solution on the IBM Cloud platform, or on-premise, and is used by hundreds of high profile organisations in public and commercial sectors.



Reporting Compliant  
with the SDI Standard  
2017



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