

# HOSTED MANAGED SERVICES MANAGE AND RUN YOUR BUSINESS AND SHOP FLOOR REMOTELY

Brochure



## CREATE THE PERFECT HOSTED MANAGED SERVICES STRATEGY FOR YOUR NEEDS

DELMIAworks' Hosted Managed Services (HMS) is a highly reliable, secure and an effective deployment service available for running and managing your ERP solution with DELMIAworks. HMS is adaptive and modular enough to be tailored to your specific ERP, Quality, MES or any other DELMIAworks 2020X requirements while providing state-of-the-art security, warm site disaster recovery, LogicMonitor insights into usage, PagerDuty support and much more.

DELMIAworks HMS is designed to give you the freedom, flexibility and security to put all your time and effort into growing your core business instead of having to manage ERP, MES, Quality Management and other systems locally.

Our secured cloud infrastructure and Hosted Managed Services team will handle all system-related updates, security and customizations you need, providing more time to concentrate on growing your business.

The truest test of any HMS is in the results it delivers in a live production environment. At Ventura Manufacturing, DELMIAworks HMS continues to deliver results including:

- Reduced MRP processing from 2 hours to 8 minutes
- Reduction in processing production reports
- Greater supply chain efficiency including improved track-and-trace visibility
- Scalability to provide greater expansion for EDI transactions
- Solved performance, scalability and disaster recovery challenges by migrating from legacy systems

Manufacturers are continually looking for ways to cut costs and increase their edge in the market. One of the best ways to accomplish this is to improve the way in which information is accessed, scaled and maintained, particularly relating to manufacturing data.

DELMIAworks' Hosted Managed Services are specifically designed to help manufacturers gain greater flexibility, freedom and the functionality to compete and win against larger competitors, all while saving money. This deployment method frees our customers from the worry of system performance and security integrity, and allows them to focus on revenue-generating production and overall company strategy.



**“Material Resource Planning was taking at least 2 hours per plant. Clearly we had to redefine our system architecture for greater scalability and speed...and by choosing the DELMIAworks HMS option we were able to accomplish a lifecycle upgrade to newer, more powerful servers that took corporate-wide MRP runs down from 2 hours to 8 minutes.**

**-Joel Boyles, IT Team Lead,  
Ventura Manufacturing**

# BENEFITS OF CHOOSING HOSTED MANAGED SERVICES

## MANAGED SERVICES THAT KEEP DELIVERING VALUE 24/7 ALL YEAR LONG

- **Guaranteed 99.5% Uptime for All Software and Services**

Built-in features and support ensure network, software and hardware stability and reliability. DELMIAworks offers an uptime guarantee, warranty support and disaster recovery procedures for our Hosted Managed Services customers.

- **24/7 Operational Metrics**

Hosted Managed Services are designed to provide 24/7 support for capacity planning, server optimization and real-time analytics on server and application performance. Dashboards providing this data are available anywhere in the world at any time; all that's needed is a WiFi connection.

- **24/7 Monitoring with Logic Monitor Dashboards**

Unlimited, real-time access to your HMS environments dashboards through Logic Monitor for transparency and peace of mind. DELMIAworks HMS provides 24/7 real-time monitoring and logging of all hardware and connections for across your entire hosted IT environment. Our team will assist you in creating the dashboard you need, and provide assistance in customizing it as your business needs change.

- **Built-In State-of-the-Art Security**

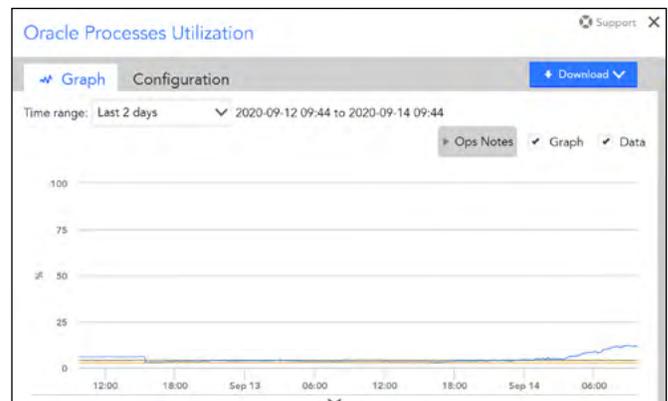
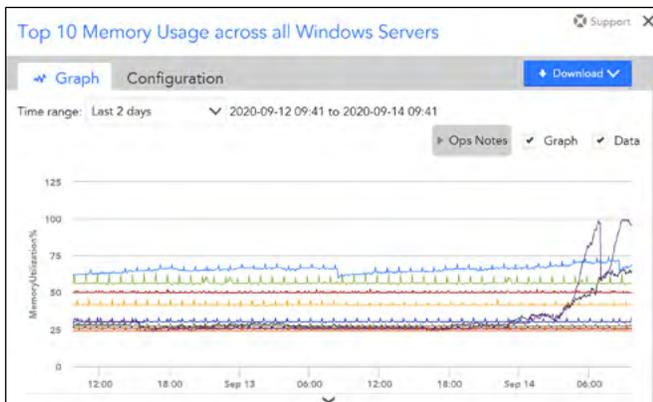
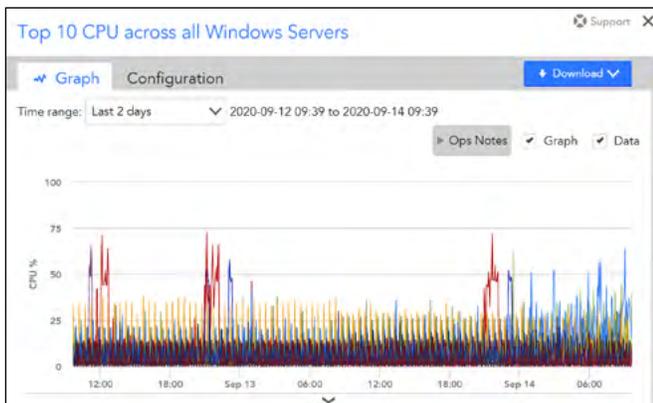
Hosted Managed Services provides layers of security in the form of user authentication, backup encryption, multiple backup copies, and VPN/SSL connectivity, which provide the highest level of security for every user of the system.

- **Industry-leading Backup, Site Reliability and Recovery is Standard**

The DELMIAworks HMS teams performs two full daily backups, with additional weekly and monthly backups stored remotely and redundantly. All backups are encrypted and stored for our customers' retention needs. We are flexible and will configure your backups in a way that best works for your unique business requirements and needs. By integrating with OutScale, we also provide daily snapshots that can be used for full system recovery, and redundant connections including BGP and VPNs.

- **Warm Site Disaster Recovery Availability**

Enhanced disaster recovery options are available from the DELMIAworks HMS team to provide you peace of mind. As a service, the HMS team will provide a secondary site in addition to your production environment located in a separate data center. This secondary warm site environment will come online when a failure is detected and take over production in the event of a major disaster. Data is mirrored between the primary and secondary database with as little as 5 minutes of data loss during the failover. Standard and Enterprise options are available, both of which require little to no action required by your team to keep moving forward!



Examples of the Logic Monitor Dashboards a typical DELMIAworks Hosted Managed Services customer can utilize on a day-to-day basis.

## FLEXIBLE & SCALABLE CLOUD INFRASTRUCTURE

- **Secure, scalable and compliant IaaS solutions built for the most demanding requirements, capitalizing on the OUTSCALE global hosting platform.**

3DS OUTSCALE's focus on infrastructure and extensive investment in R&D means unmatched innovation.

### Why OUTSCALE?



#### Performance

We allow you to customize your servers to best fit your needs. When it comes to building a Cloud computing infrastructure that meets your performance demands, we stand alone.



#### Scalability

Consider Outscale your tailor-made Cloud Solution: an automated and scalable Cloud, designed to support your most complex IT projects, and control your operational costs.



#### Security

We offer a powerful and highly secure Cloud that meets the highest standards of security, reliability and technical redundancy, at no additional cost.

- **DELMIAworks and Dassault Systèmes' OutScale Deliver State-of-the-Art, Secure IaaS Hosting**

Accountability is designed in to our HMS solution and you only need to make one phone call to get results. Dassault Systèmes is doubling down on Hosted Managed Services so you can get responsive, single point-of-contact, accountable support. DELMIAworks and OutScale are the core HMS platform for all of Dassault Systèmes. Their 3DEXPERIENCE platform and apps are purpose-built to digitize the entire customer journey, with capabilities to analyze, design, simulate, engineer and deliver experiences.

- **DELMIAworks HMS has worked extensively with OutScale to anticipate customer deployment scenarios**

Our HMS is integrated at the secure API level with OutScale, translating into secure connections on a global scale. Our HMS technical team have industry-leading expertise working with Microsoft Remote Desktop Services, Microsoft RDWeb Client and many other online support tools to assist you on a 24/7 basis.

FACTORS TO CONSIDER	CLOUD HOSTED MANAGED SERVICES
<b>SW License Fees</b>	Paid up front
<b>Hardware Location</b>	Perpetual license
<b>Power, Network &amp; Environment</b>	Provided by the data center
<b>System Security</b>	Provided by the data center
<b>Backup &amp; Redundancy</b>	Provided by the data center
<b>System Maintenance &amp; Support</b>	Provided by the data center



"With DELMIAworks HMS we've got much better control over our inventory and greater knowledge and expertise into our costs. We're getting Five9's reliability on the DELMIAworks side; it's been perfect. I can pick up the phone and get someone 9 times out of 10 – support is stellar and quick to respond"

-George Homme, CIO, Springboard Manufacturing



## FINANCIAL BENEFITS THAT RESPECT THE VALUE OF YOUR TIME

- **Lower Initial Investment and Long Term Costs**

Hardware hosting costs are spread-out over time, causing the transition to Hosted Managed Services to lack the sticker-shock normally associated with purchasing a new ERP system. Also, because user licenses are perpetual, the overall long-term costs per user actually decrease over time.

- **More Efficient Use of IT Resources**

With Hosted Managed Services, manufacturers need not retain a robust IT presence at their organizations in order to keep their ERP running. Because DELMIAworks monitors and maintains the performance and integrity of each system deployment around the clock, issues can be resolved before there is any noticeable effect on the end user.

- **Prevents Issues with End-of-Life Hardware**

Replacing system servers is a significant task, one that is not only costly but also disruptive to the organization. DELMIAworks ensures that Hosted Managed Services hardware is consistently up to spec, operating at peak performance for manufacturers around the world.

- **Scalability That Flexes In Real-Time**

As the demand you place on the system fluctuates, so too will the resources necessary to keep you up and running. Gone are the days of acquiring robust additions to your computer systems or paying for expensive hardware upgrades when the needs arise.

- **Support from any location at any time**

Whether you have worldwide operations in multiple countries or have a single plant in one location, the DELMIAworks HMS platform delivers a virtual desktop to every location that requires access. By providing this service from a hosted data center, DELMIAworks can deliver a reliable experience to all your locations over an Internet connection with secured virtual private network (VPN) technology.

“We chose DELMIAworks HMS after we looked at the cost of hardware and having a full-time IT person on staff to handle all upgrades, then compared it with the HMS costs.

It turned out that after five years it would be cheaper to go with the HMS option.

Add to that all the unforeseen costs of upgrades, and the need to install them on schedule and perform constant backups, and the advantages of going with HMS became clear. And the support has been great!”

-Matt Miers, General Manager,  
S and Y Industries, Inc.





## WE'RE CERTIFIED, SECURE & TRUSTED BY MANUFACTURERS WHO RELY ON US EVERY DAY

### • Certifications Include the Following

- ecNumCloud
- ANSSI Security Visa granted to 3DS OUTSCALE
- HDS Health Data Hosting Provider
- ISO/IEC 27001:2013
- ISO 27018: Cloud Privacy Protection
- ISO 27017: Cloud Security
- CSR approach: LUCIE 26000 Label, Citrix Partner Service Provider
- CISPE Code of Conduct and GDPR
- NetAPP AltaVault
- Intel Cloud Technology

## HARDWARE AND SOFTWARE REQUIREMENTS

Hardware: DELMIAworks RealTime Servers and corresponding hardware, Laptops, Desktops, Tablets, Network Attached Printers, Firewall with VPN capability, Internet Connection

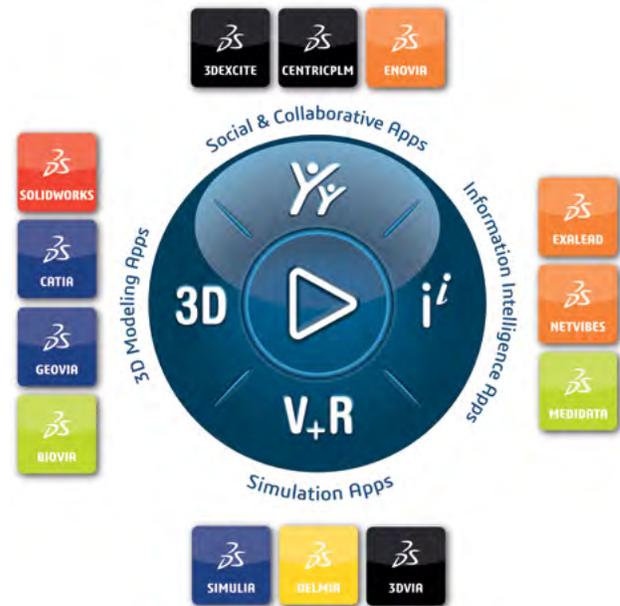
Software: Microsoft Office 365, Microsoft RDS CALs

## Our 3DEXPERIENCE® Platform powers our brand applications, serving 11 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the 3DEXPERIENCE Company, is a catalyst for human progress.

We provide business and people with collaborative virtual environments to imagine sustainable innovations. By creating 'virtual experience twins' of the real world with our 3DEXPERIENCE platform and applications, our customers push the boundaries of innovation, learning and production.

Dassault Systèmes' 20,000 employees are bringing value to more than 270,000 customers of all sizes, in all industries, in more than 140 countries. For more information, visit [www.3ds.com](http://www.3ds.com).



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