

Confidence in the Cloud

InterSystems Managed Services

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Agenda



01 Cloud, SaaS, & Managed Services

02 The Services Foundation

03 Services Portfolio Overview

04 Operational Model

05 The Managed Services Journey

Level Set on **Cloud**, SaaS, and Managed Services



Cloud

The Operating Model

*"Cloud refers to how resources are provisioned, managed, and consumed - **not just where they are located**"*

Cloud provides **agility and flexibility** without having to worry about the complexity to get IT resources.



On-demand



Scalable

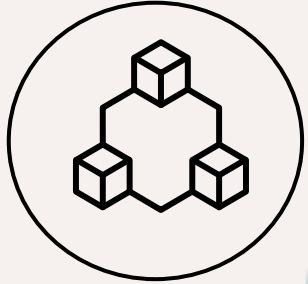


Automated

No matter where it runs (on-prem, hybrid, or public)



Level Set on Cloud, SaaS, and Managed Services



SaaS (Software as a Service)

The Consumption Model

"You just use the product, like flipping a switch"

With SaaS, you
only see the value,
not the effort behind it.



**Flexible
Payment**



**No
Installation**



**No
Upkeep**



Level Set on Cloud, SaaS, and **Managed Services**



Managed Services

The Expertise Layer

"We customize and operate it for you"

With Managed Services,
we take the complexity,
you **focus on your business.**



**End-to-End
Support**



**Security
Compliance**



**Performance
& Scale**



Level Set on **Cloud**, **SaaS**, and **Managed Services**



Putting it All Together



Cloud

the way it's delivered
(operating model)



SaaS

how customers consume software
(as a service, subscription-based)



Managed Services

who runs & customizes (InterSystems)

Cloud is the operating model, SaaS is the consumption method, and Managed Services is the expertise

All together delivers the value-based outcomes for your business



Managed Services Customer Centricity



Solution Delivery



InterSystems MS delivers:

Trusted

Secure

Fully managed

Embedding Reliability



Tailored to your needs:

Customized application services

High Availability & Optional DR

Resilience and Confidence

Simplifying Adoption

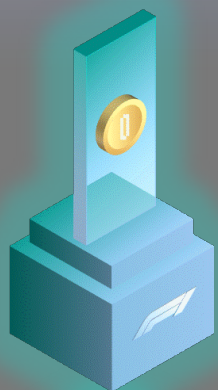


Adopt new features quickly:

Guided Pathways to Adoption

Continuously improving

Upgraded continuously



**To make InterSystems easy to consume
to ensure you can focus on your core business**

HIGH AVAILABILITY, PERFORMANCE & SECURITY



Fully hosted
and managed
**InterSystems
Products**

Single Vendor

Infrastructure
To Application

Diverse
Data Centres
& Public Cloud
Infrastructure



Solid Foundation: built from the ground up to perform

Service Portfolio Overview

InterSystems Focused **Core Portfolio**

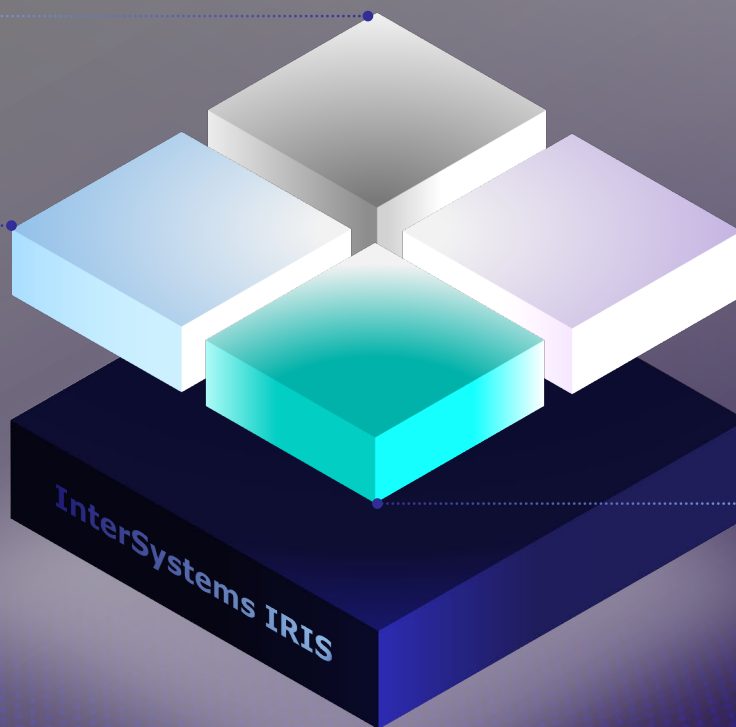


IRIS / IRIS for Health

HealthShare

IntelliCare

TrakCare



InterSystems Focused **Portfolio**

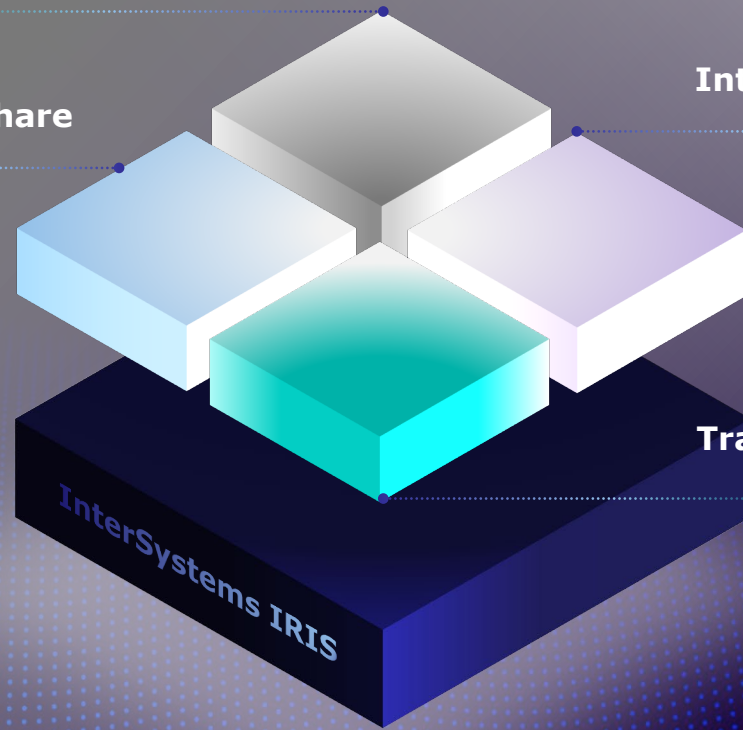


IRIS / IRIS for Health

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Proven Experience

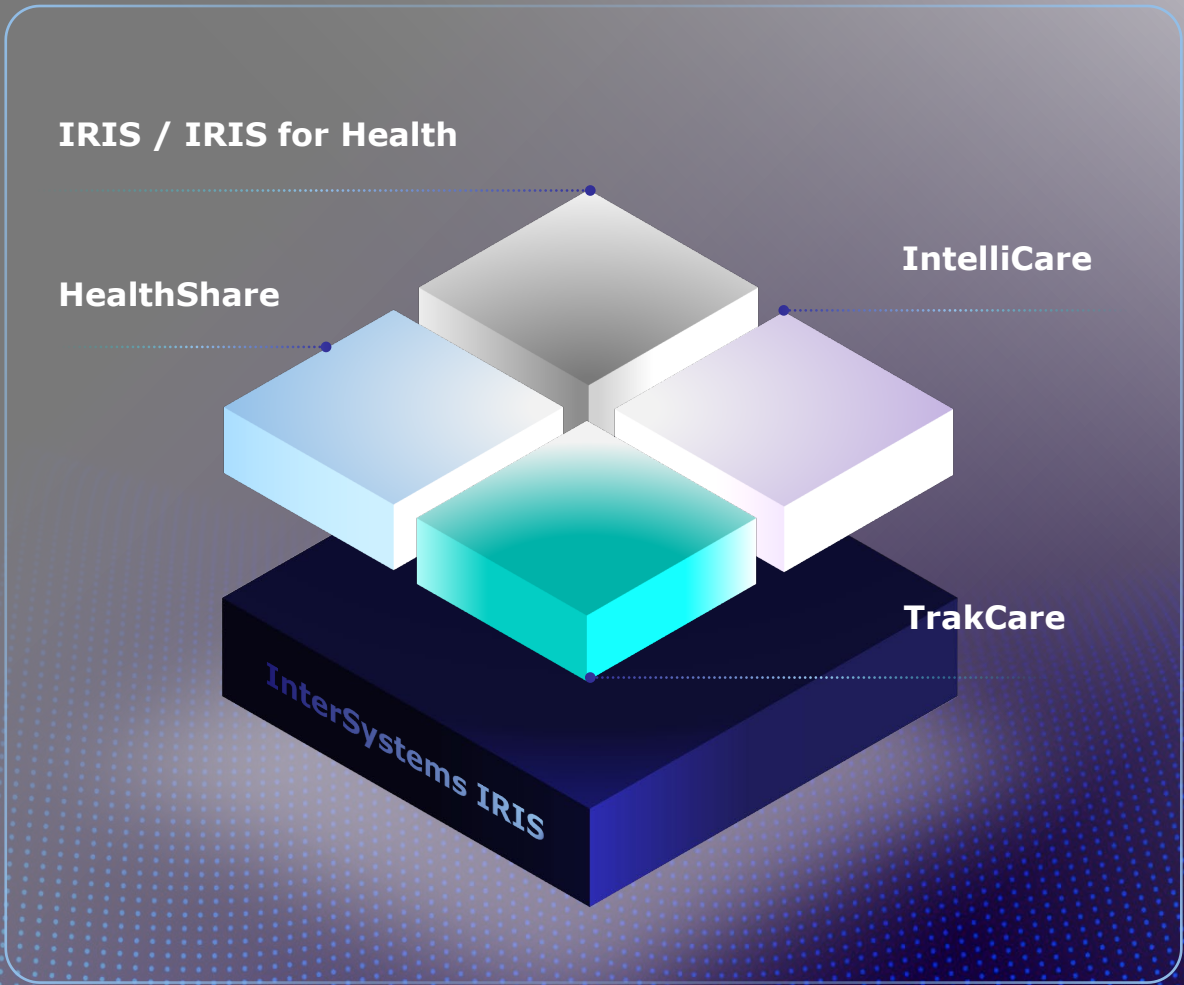


Global Best Practices



Localized Execution

Independent Customer Deployments



Innovate safely, without risk

Environment	Description	Backup	Mirrored	SLA
LIVE	Production instance for live operation			
TEST	Final testing of changes before LIVE progression			
BASE	Software and configuration changes instigated in BASE			
TRAIN	Used for training sessions by the user community			
SCRATCH	Used for test and more			



Rest of Portfolio

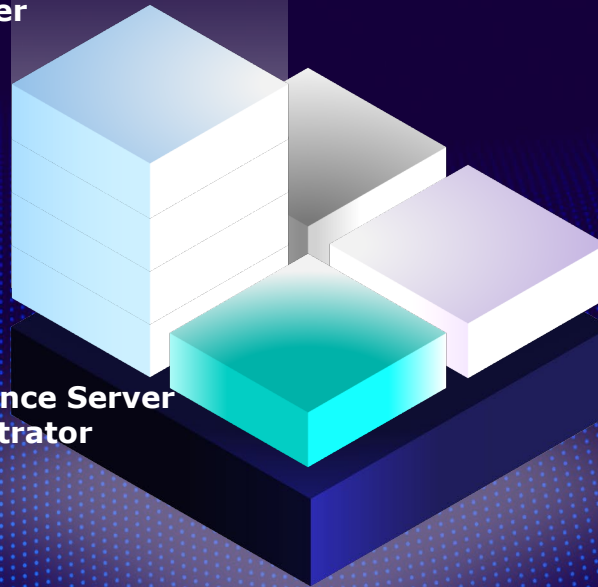
Complete MS Portfolio

IRIS FHIR Server
IRIS FHIR SQL Builder
IRIS CDA Validator

InterSystems Data Studio
in Finance
in Supply Chain
in Healthcare

IRIS
IRIS
IRIS for Health
IRIS Advance Server
IRIS for Health Advance Server
Supply Chain Orchestrator
Track and Trace

InterSystems OMOP

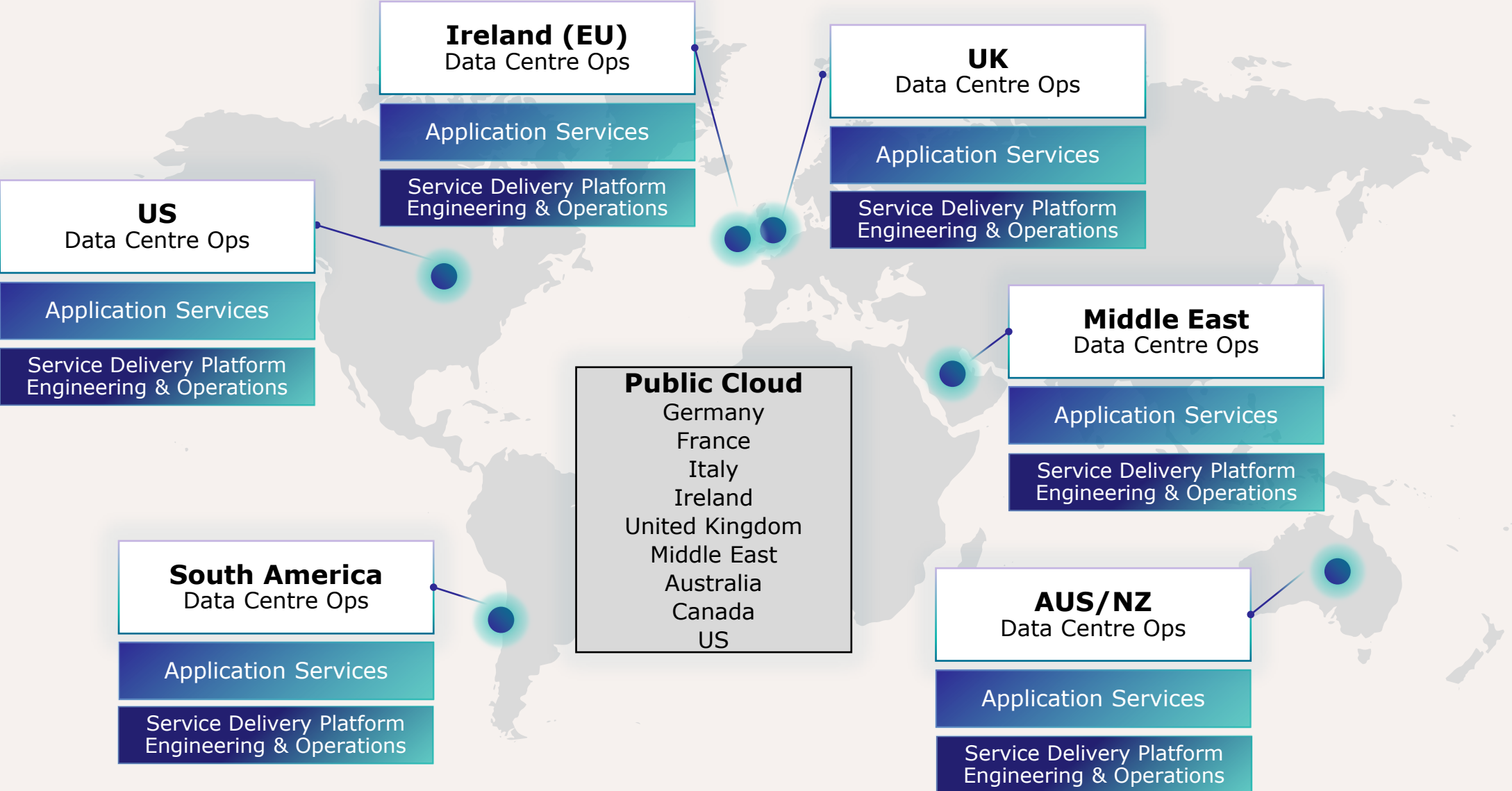


InterSystems IRIS Cloud
IRIS Cloud SQL
IRIS Cloud IntegratedML
IRIS Cloud DocDB

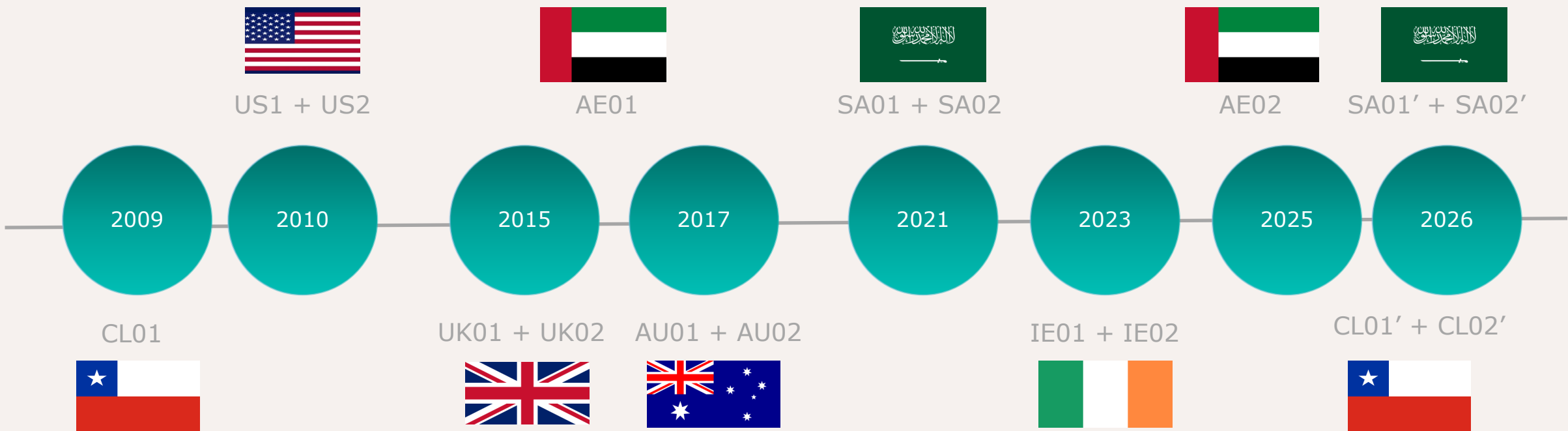
InterSystems Health Gateway

InterSystems Payer Services
Advanced Interoperability
Interoperability
Data Exchange
ePrior Authorization

Managed Services Data Centre Global Coverage



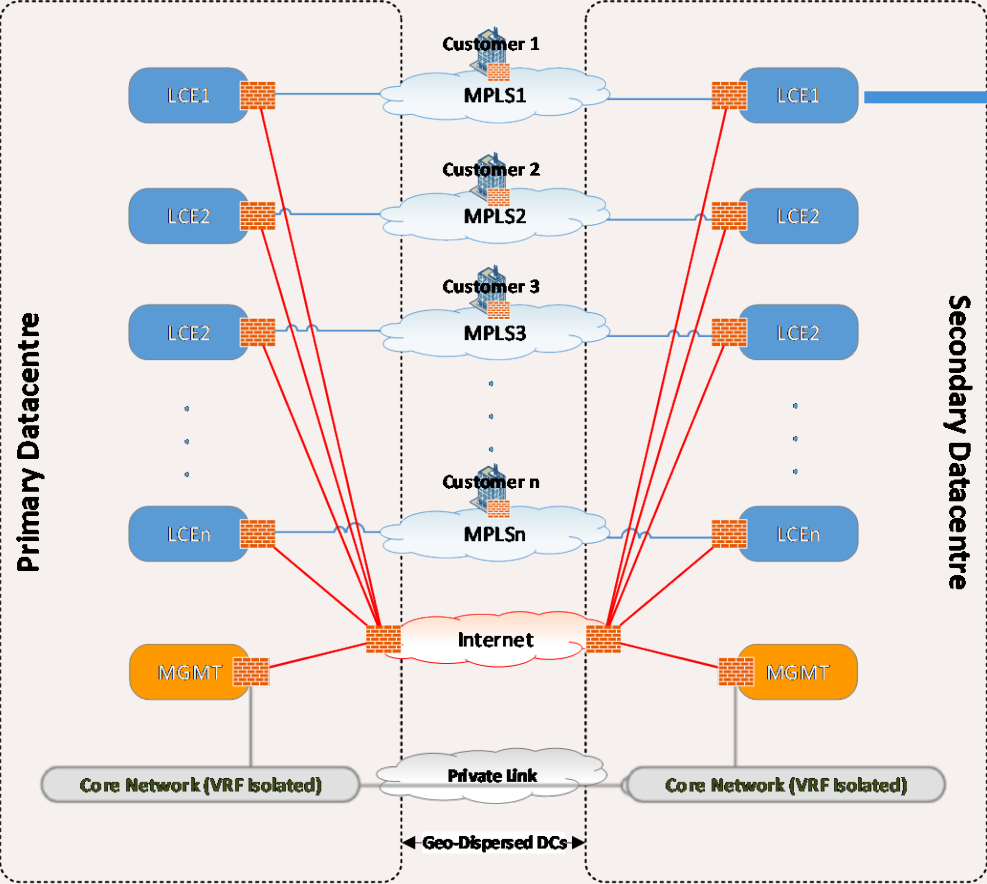
Managed Services Data Centre Timeline



Design Principles



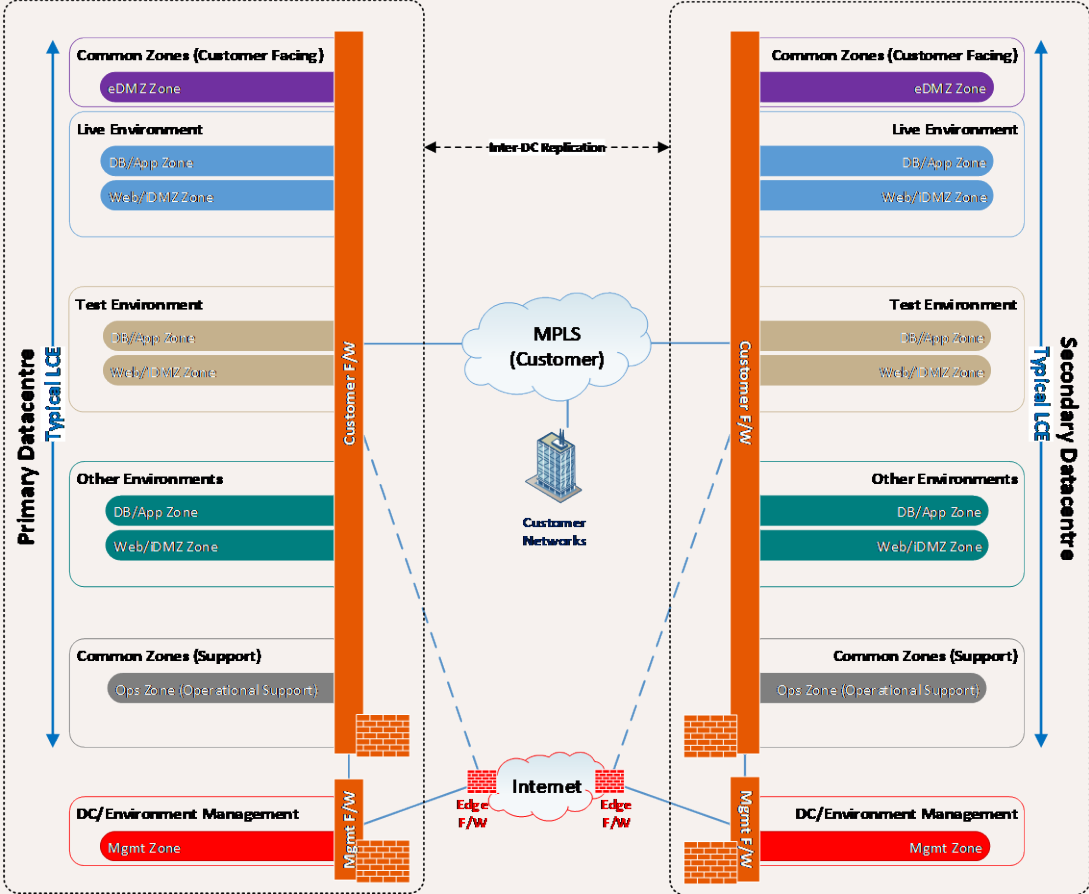
Infrastructure Architecture



LCE:
Local Customer Environment Zones
(Isolated zones containing hosted customer workloads)

MGMT:
Management Zone
(An isolated zone containing Management Services)

Local Customer Environment





Operational Excellence

- Fully hosted and managed, ITIL 4-based framework
- SLA-backed availability, performance and security
- Advanced security controls (MFA, geo-IP, IDS)
- 24x7 single vendor across end-to-end solution
- Solid record of delivering highly available solutions
- Governance standards: ISO, GDPR, SOC, HITRUST
- SLAs / Business Continuity / RTO & RPO

Masking the Complexity














Front End	User Experience	Reports	Analytics	Innovation	Future Proofing	Easy Integration	Access Control
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Customer Solution

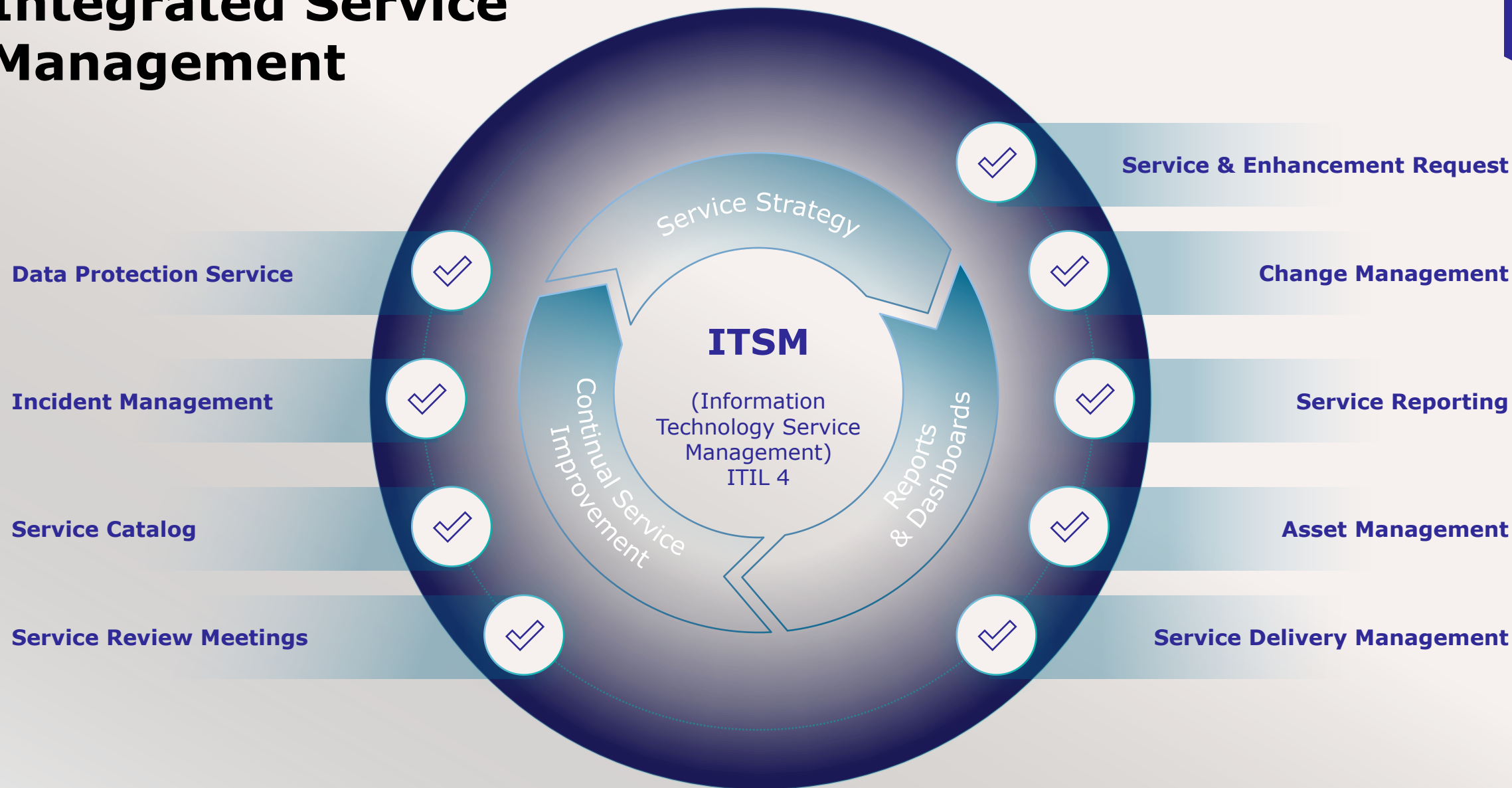
InterSystems Portfolio / Customer Application

Infrastructure Provisioning	Security Operations	Monitoring, Alerting & Tuning	OS Patching & Upgrades	Application Management	High Availability / Backups	RTO / RPO	Incident & Problem Management
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Managed Services

 Amazon Cognito	 EFS	 Transfer Family AWS SFTP	 AWS WAF	 AWS Certificate Manager	 AWS CloudFormation	 Amazon Route 53	 AWS Secrets Manager	 AWS SQS Job Queue	 Parameter Store	 Lambda Functions
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Integrated Service Management



Delivering, Supporting and Continuously Improving Service Delivery

Full-Stack Advanced Security Controls



Security



Certifications



Compliance



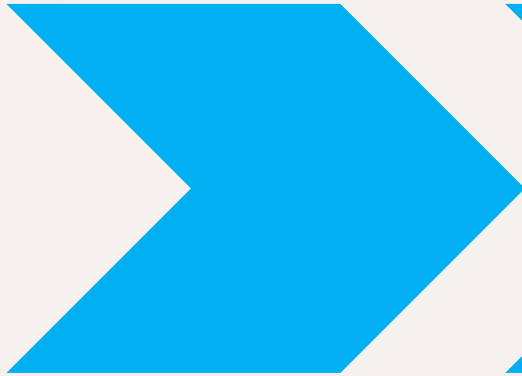
Attestation



Governance

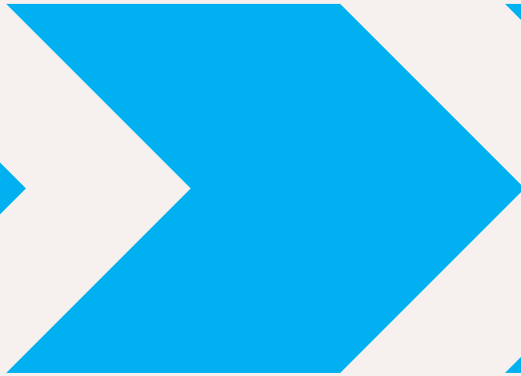
- Governance framework based on ISO, NIST and GDPR, HITRUST, HIPAA
- ISO27001, 27017/18, 22301, 20000-1 compliance, including all ISO27002 controls, by early 2026
- Security testing by CHECK certified testers

The Managed Services Journey



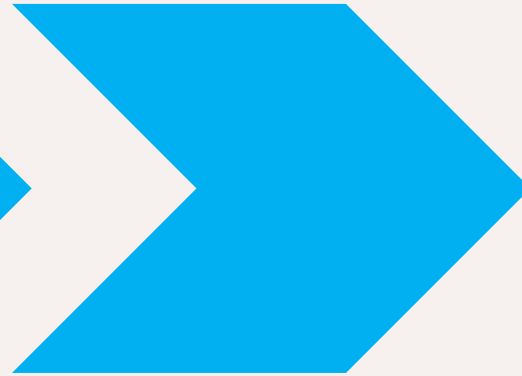
Awareness

Becoming familiar with InterSystems Managed Services, their capabilities and differences



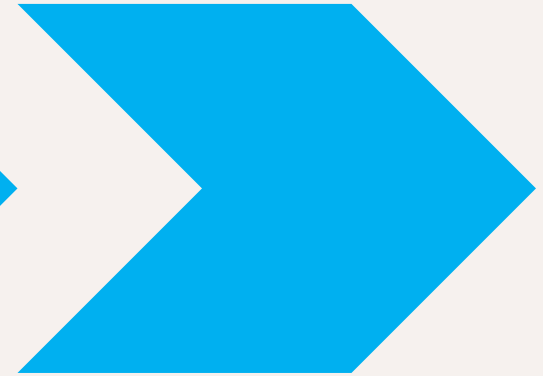
Assessment

Defining the requirements: technical integrations, operational cadence, and business



Implementation

Collaboration on how to integrate the solution with security controls, operational practices, and optimized cost / performance



Outcomes

Go-to-market and continuous improvement, profitable, and efficient and future-ready

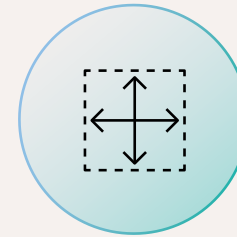
InterSystems Managed Services



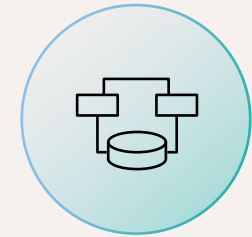
**Trusted Security
& Compliance**



**Access
Anywhere**



**Scalability &
Business Agility**



**Interoperability
& AI Ops**

"Operate Globally and Execute Locally"

