

InterSystems IRIS Managed Service



Simplify operations, cut risk, and deliver secure, always-on performance in the cloud with InterSystems expertise behind every deployment

A Fully Managed, High-Performance Data Platform that Accelerates Innovation

Organizations face a constant balancing act between availability, security, performance, and cost for their critical IT systems. Achieving this balance requires specialized skills, 24/7 vigilance, and robust automation—resources that many teams lack. That’s why more organizations are turning to purpose-built managed services to simplify operations, mitigate risk, and accelerate outcomes.

InterSystems IRIS® Managed Service helps customers focus on their core business and innovate faster. InterSystems® manages all provisioning, operation, and maintenance of InterSystems IRIS® data platform software and its supporting cloud infrastructure.

Developers can build on this platform to rapidly create and deploy data-intensive applications, leveraging its built-in tools and features to eliminate the need for multiple separate technologies.

InterSystems IRIS Managed Service provides the performance, reliability, security, and manageability needed to build fast, resilient, and secure enterprise-wide solutions in the cloud for the following:

- **InterSystems IRIS®**
- **InterSystems IRIS® for Health**
- **InterSystems IRIS® Advanced Server**
- **InterSystems IRIS® for Health Advanced Server**
- **InterSystems Supply Chain Orchestrator™**

Key Features

Provisioning

- InterSystems IRIS Managed Service is provisioned as a fully managed cloud service, enabling customers to deploy production-ready environments in minutes through the InterSystems Cloud Services Portal with built-in best practices for configuration and security.
- The service automates infrastructure setup, networking, storage allocation, and baseline security configurations to ensure consistency and compliance from day one.
- Each deployment benefits from InterSystems certified operational frameworks, minimizing manual effort and configuration complexity.

Ongoing Operations

- InterSystems continuously monitors each environment to maintain optimal performance, stability, and integrity.
- Regular backups, database health checks, and automated remediation minimize downtime and data risk.
- Capacity and performance are tracked against defined thresholds, enabling proactive scaling and issue prevention.

Reporting

- Customers gain visibility into the health and activity of their environments through detailed operational metrics and trend reports.
- Reporting includes insights on capacity utilization, performance trends, and security posture, helping customers plan ahead and optimize their deployments.

High Availability

- High availability is built into the architecture, using mirroring and failover capabilities to maintain service continuity.
- Redundant infrastructure and monitoring ensure that critical workloads remain online even in the event of infrastructure failure or maintenance.

Data Security

- Security is foundational to the service, with data encrypted both at rest (AES-256 or stronger) and in transit (TLS 1.2 or higher).
- Access control follows strict least-privilege principles, with multi-factor authentication and separation of production and test environments.
- Regular vulnerability scanning, penetration testing, and patch management maintain platform integrity and compliance with industry standards.
- All identified vulnerabilities are prioritized for remediation according to defined severity and response timelines.

Configuration Management

- All system and software changes are managed under formal change control processes to maintain operational consistency and traceability.
- Data retention and deletion policies ensure customer data is securely handled throughout its lifecycle, including controlled removal following contract termination.
- Continuous integration and delivery (CI/CD) pipelines support regular updates of operational components, ensuring timely deployment of enhancements and security patches.

Certifications & Compliance

- InterSystems IRIS Managed Service operates within environments audited to SOC 2 Type 2, HITRUST CSF, and ISO 27001 standards.
- U.S. operations hold SOC 2 Type 2 and HITRUST certifications, while U.K. operations are audited for ISO 27001, ISO 22301, and ISO 20000-1 compliance.
- These certifications confirm that customer data and systems are managed under rigorous information security, business continuity, and service management frameworks, fostering trust and regulatory alignment across industries.

Easy to Use

- Simply log in to the InterSystems Cloud Services Portal, subscribe to InterSystems IRIS Managed Service, and create your deployment. It deploys in minutes, and your teams are productive faster.

Customer Support

Like any service delivered by InterSystems, we provide you with more than technology

- InterSystems provides 24x7x365 customer support staffed by experienced engineers who understand the platform and the workloads it supports.
- Incident management procedures ensure rapid triage, escalation, and communication. In the event of a security or operational incident, customers are notified without undue delay.
- The service is backed by a 99.9% availability service level agreement, reflecting the commitment of InterSystems to reliability and operational excellence.
- To learn more about our support resources, go to [InterSystems.com/support/](https://www.intersystems.com/support/)

Why InterSystems?

Established in 1978, InterSystems is the leading provider of next-generation solutions for enterprise digital transformations in the healthcare, finance, manufacturing, and supply chain sectors. Its cloud-first data platforms solve interoperability, speed, and scalability problems for large organizations around the globe. InterSystems is committed to excellence through its award-winning support, and partners in more than 80 countries. Privately held and headquartered in Boston, Massachusetts, InterSystems has 37 offices in 28 countries worldwide.

[InterSystems](https://www.intersystems.com/), A Creative Data Technology Provider.

Accelerate your innovation in the cloud with [InterSystems IRIS® Managed Service](https://www.intersystems.com/iris-managed-service/). Learn how to deploy faster and smarter today