

Less Managing, More Delivering: Scaling Simplicity with Outcomes

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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.

WHY IT MATTERS

Cloud means users get agility and flexibility without having to worry about the complexity to get IT Resources.

BENEFITS

01

On-demand

02

Scalable

03

Automated

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

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SAAS (SOFTWARE AS A SERVICE)

The Consumption Model

“You just use the product, like flipping a switch.”

WHY IT MATTERS

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

BENEFITS

01

Flexible Payment

02

No Installation

03

No Upkeep

Level Set on Cloud, SaaS, and Managed Services



MANAGED SERVICES

The Expertise Layer

"We customize and run it for client, so they don't have to."

WHY IT MATTERS

With Managed Services, we take the complexity off your plate so you can focus on the outcomes that matter most.

BENEFITS

01

End-to-End Support

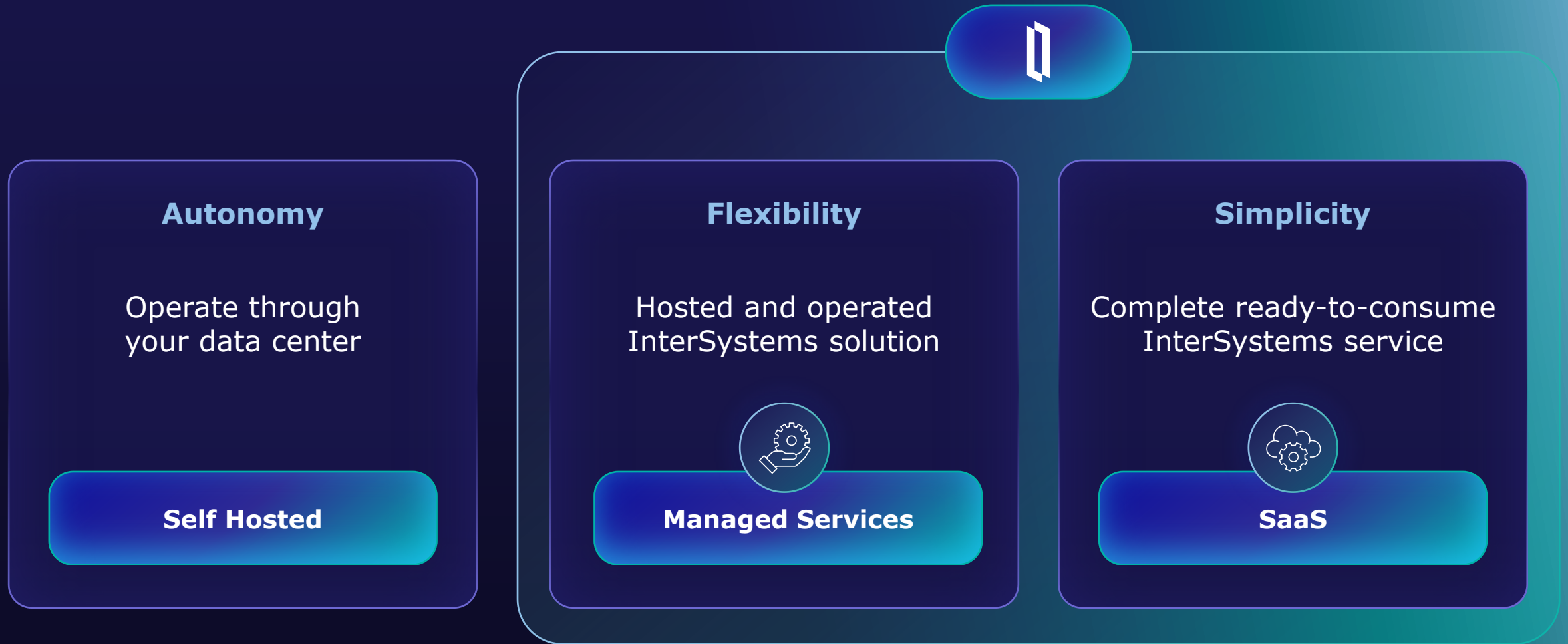
02

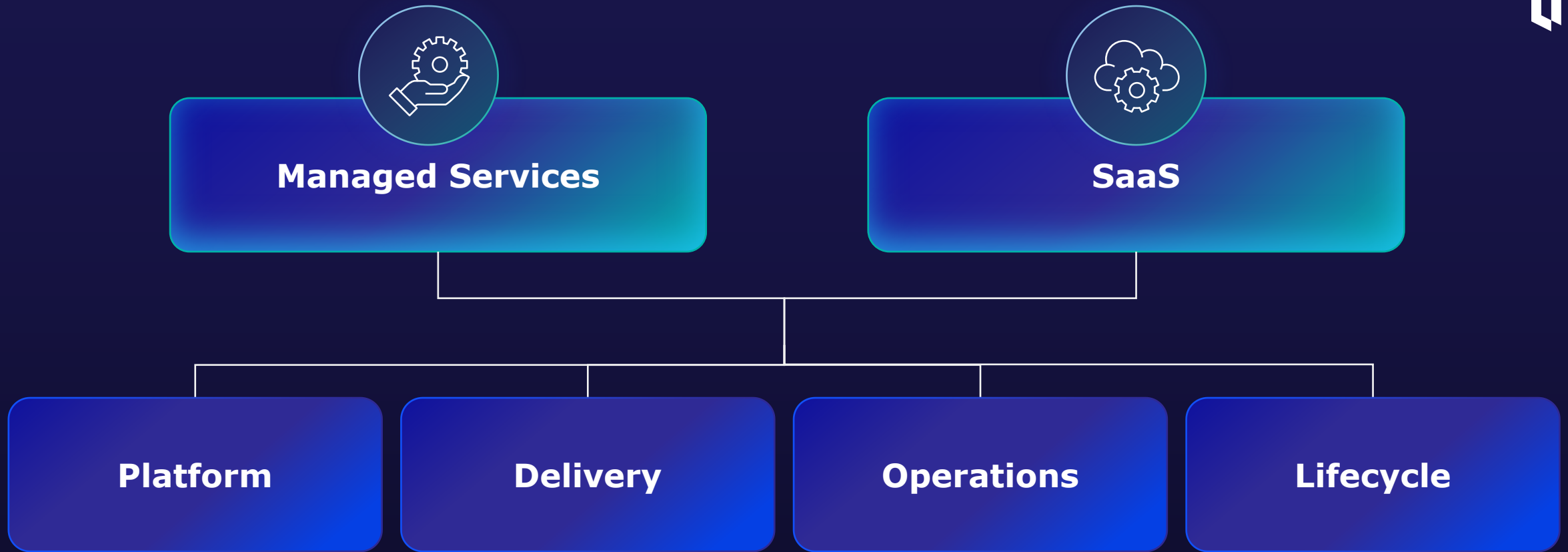
Reduced Complexity

03

Ease-of-Use

One Partner, Multiple Ways to Consume





Delivering the Outcomes

Client Value from Managed Services and SaaS



Simplicity : Deliver time to value and velocity throughout the service lifecycle.

01 Purchasing an Outcome

One service brings the product, hosting, operations and lifecycle together

02 Faster Time to Value

Established environments and operating practices shorten the path to value

03 Confidence

Security, reliability and assurance become ongoing service disciplines

04 Lower Total Cost

InterSystems Dedicated infrastructure, tooling and specialist overhead



Your Teams Can Focus on What Matters

Focusing on the outcomes required vs. the technology that delivers them

01 Application Developers

Build differentiated applications, analytics and AI

02 Interface Teams

AI Interface Builder accelerates development, testing and documentation

03 Supply Chain Teams

Supply Chain Orchestrator improves visibility and response to disruption

04 Financial Services

Trusted, connected data improves client service and risk decisions

A Growing Managed Services and SaaS Portfolio



DATA PLATFORMS

InterSystems IRIS

InterSystems IRIS for Health



INTEROP

HealthShare

Health Connect Cloud

Health Connect



DATA SERVICES

FHIR Services

OMOP services



TUNRKEY SOLUTIONS + AI

TrakCare

TrakCare Lab Enterprise

IntelliCare with embedded AI

Industry solutions

Health Gateway

InterSystems Record Access

Choose the Service Model and Where It Runs



ISC Private

**InterSystems
Data Centers**

ISC Public

**Public Cloud
Managed Service**

SaaS

**Service-specific
SaaS**

Global Hosting, Local Experience

Local UK and EU Presence



Data Location



Access + Operations



Governance + Continuity

Dublin Ireland
Hosting supports
the EU combined
with Hyper-Scalers
in Region

Windsor UK hosting
supports UK residency
requirements along
with Hyper-Scalers



Global Support Footprint



Centralized support organization, supported by regional teams and time-zone coverage

● InterSystems Cloud

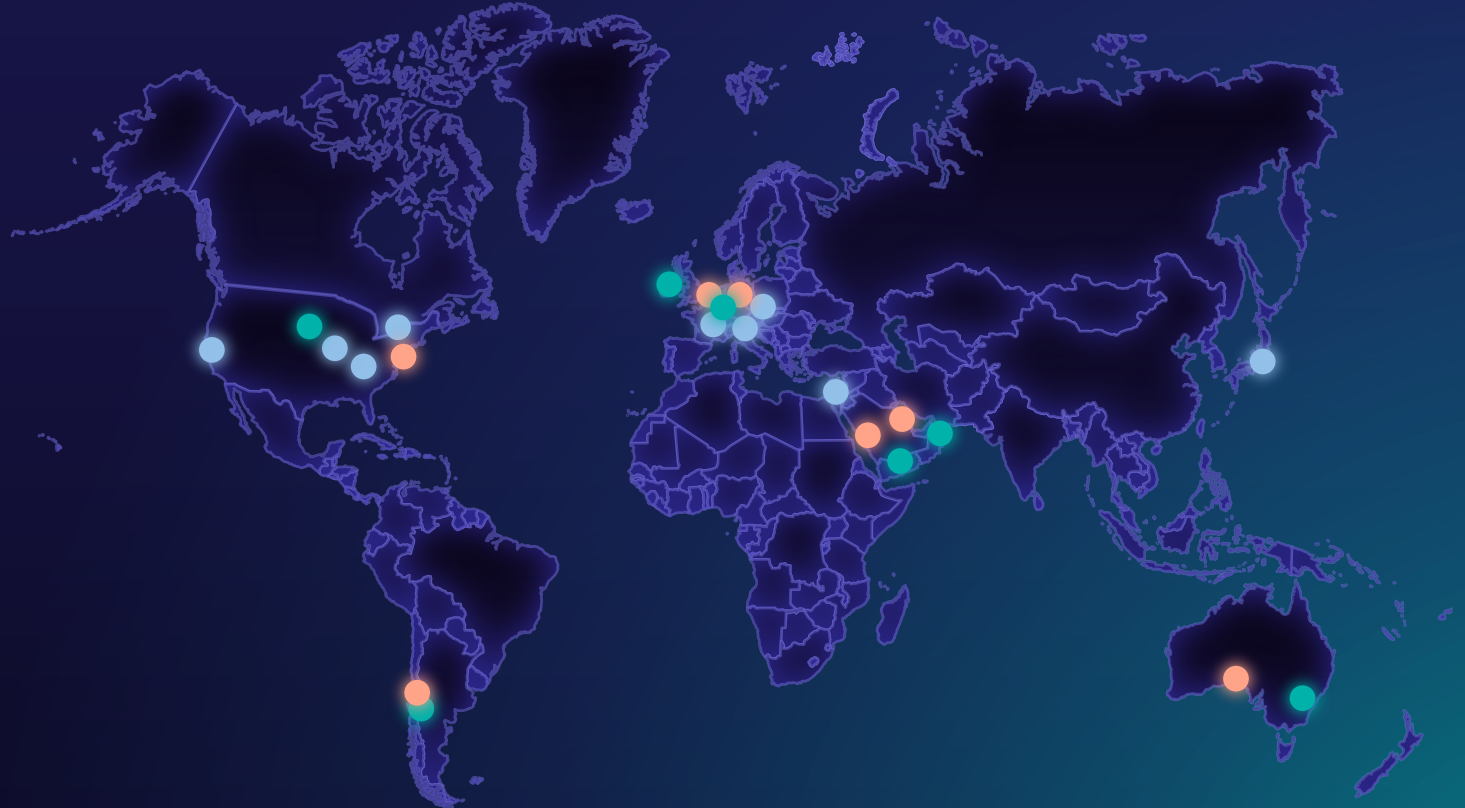
- Illinois, USA • London, UK
- Dublin, Ireland • Dubai, UAE
- Saudi Arabia • Santiago, Chile
- Sydney, Australia

● Public Cloud

- Sydney, Australia • Tokyo, Japan
- Montreal, Canada • Frankfurt, Germany
- Milan, Italy • Ireland • London, UK
- Paris, France • Tel Aviv, Israel
- Abu Dhabi, UAE • North Virginia, USA
- Ohio, USA • Oregon, USA

● Major Support Hubs

- USA • UK • Ireland • Saudi Arabia
- UAE • Chile • Australia



Support Model

Centralized governance + globally distributed support, with major regional hubs near key service geographies

Start with an Established Assurance Foundation



Security Management

ISO 27001

Cloud Security + Privacy

ISO 27017
& 27018

Wider UK Assurance

Cyber Essentials
Plus, NHS DSPT at
Standards Exceeded

Repeatable Evidence

Established controls
and supporting
operational evidence

The Delivery Platform for Complex Workloads



A common foundation turns sophisticated technology into a service customers can consume with confidence.

CUSTOMER REQUIREMENTS

INTERSYSTEMS PRODUCTS

REGIONAL NEEDS

MANAGED SERVICES AND SAAS DELIVERY PLATFORM

Standard service patterns

Known designs reduce variation and deployment risk

Automated delivery

Repeatable provisioning and controlled change

Integrated operations

Monitoring, security, support and recovery work together

Managed lifecycle

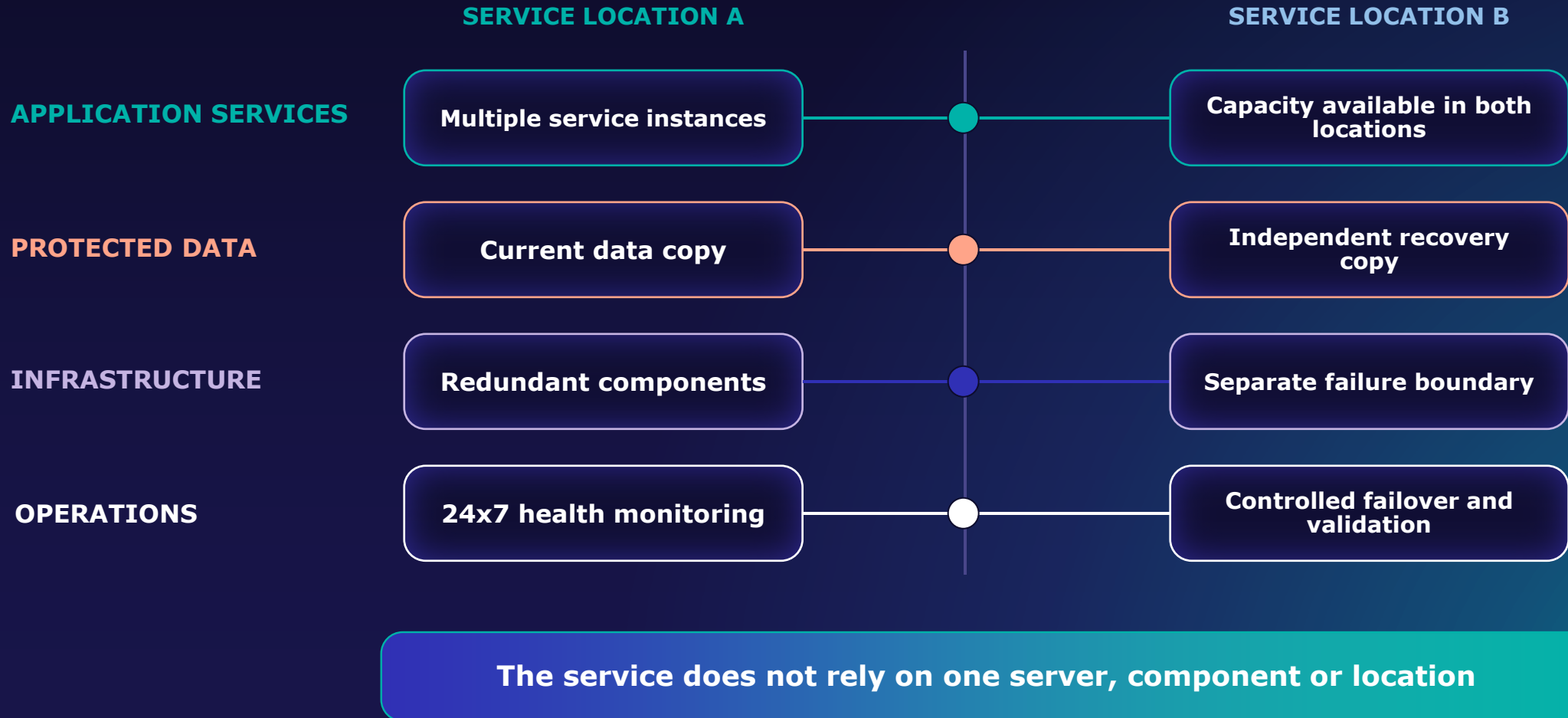
Capacity, upgrades and improvement remain planned

One accountable service from deployment through ongoing operation

Availability Across Every Layer



Service continuity depends on independent protection across the application, data, infrastructure and operating model.



Data Protection with Multiple Recovery Paths



Different failure scenarios require different forms of protection.

High availability

01

Keeps the service operating through common component failures

Replication

02

Maintains a current copy in an independent environment

Protected backup

03

Recovers earlier data and system states

Immutable recovery

04

Preserves a recovery copy that cannot be altered through normal operations

Availability protects continuity. Immutable recovery protects the ability to recover when production systems cannot be trusted.

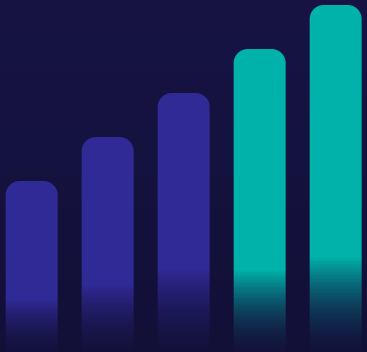
Recovery design, retention and objectives vary by service.

Capacity Expands Where Demand Occurs



The service can add application and processing capacity while preserving the protected data foundation.

CHANGING DEMAND



More users
More interfaces
More processing

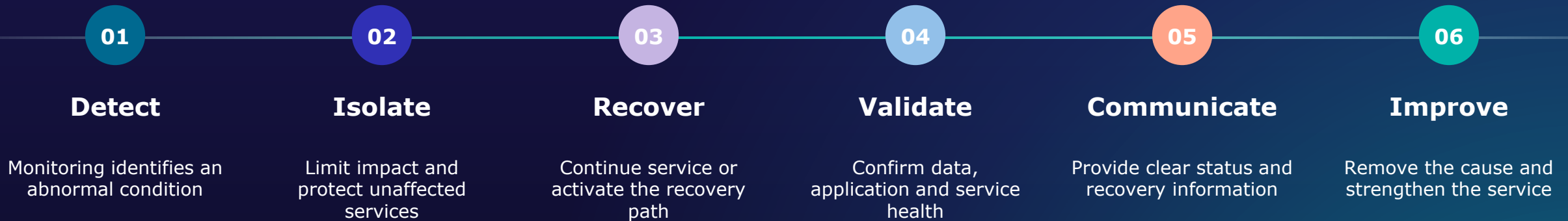


Scale the work without weakening data protection or operational control

Designed for Failure and Operated for Recovery



Architecture and rehearsed operating procedures work together when conditions change.



Resilience comes from sound design, prepared people and procedures that have been tested

SRE Turns Operations into Continual Improvement



Reliability work continues between incidents through measurement, learning and planned change



Application Management + AI : Protects Value Over Time



Your Priorities Evolve

New Requirements

Customisation Changes

Increasing Data Sources

Version Transitions

The Service Evolves With You

Ongoing SRE

Managed Code and Documentation

Repeatable Testing and Releases

Upgrade Planning and Delivery

Services + AI Powered Solutions



Professional & Managed Services

Design and Migrate

Operate and Support

Document and Test

Improve over Time

AI Built Into the Experience

AI Interface Builder

IntelliCare Embedded AI

AI-Assisted Documentation and Testing

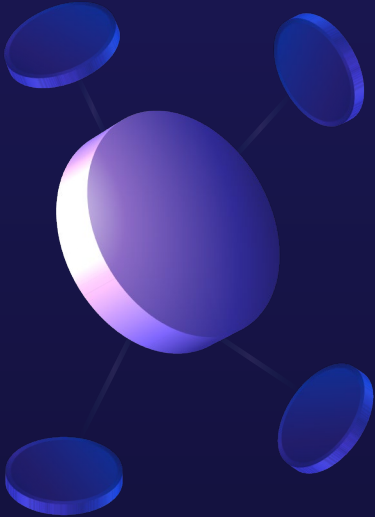
AI-Assisted Analysis and Upgrades



Managed Services Delivers Outcomes and Value

Lower total cost of ownership comes from reducing duplication, specialist overhead and separate lifecycle projects.

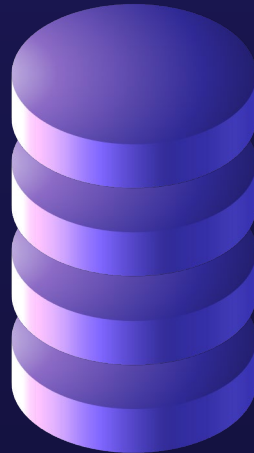
Shared Foundation



Specialist Team



Repeatable Operations



Managed Lifecycle



Capacity Returned



One Workload is Enough to Start



**Choose the
InterSystems
product**



**Choose
where it
runs**



**Choose
the service
scope**

Confidence

IN THE AGE OF

YOU CAN FOCUS ON



Transformation and Hosting



Supporting Your Business Needs



Taking Care of Patients
and Customers



Trust us to keep the platform running

 **InterSystems®**
Creative data technology