



ALIBABA CLOUD MIGRATION AND MANAGED SERVICE



AGENDA

- ALIBABA CLOUD
- PACTERA ALIBABA PARTNERSHIP – 11 Years
- PACTERA-ALIBABA CLOUD SOLUTION CAPABILITIES
- THE NO.1 IN ASIA PACIFIC AND NO. 3 IN THE WORLD
- BENEFIT WITH ALIBABA CLOUD
- MIGRATION PROCESS
- TOOL PROCESS AND PROCEDURES
- ON-PREMISE/CLOUD- MIGRATION TO ALIBABA CLOUD
- APPLICATION PRE-MIGRATION ASSESSMENT
- DATABASE MIGRATION PROCESS
- POST MIGRATION
- MANAGED SERVICES



ABOUT PACTERA

THE VALUE WE BRING

pactera **EDGE**



DOUBLE-AXIS VALUE PROPOSITION

RUN FASTER

Achieve new levels of
**performance to reduce
cost** and improve
operational efficiency.

RUN DIFFERENT

New **digital business
capabilities** to drive
relevance,
revenue & growth.

COMPREHENSIVE SERVICE OFFERING

pactera **EDGE**



ENGINEERING

- Enterprise Product Delivery
- Cloud Platform + DevOps
- Data Science + Data Platform
- AI Product Solutions
- Embedded Technology



DIGITALIZATION

- Transformation Consulting
- Digital Products
- Applications + Platforms
- Data + Analytics Modernization



GLOBALIZATION

- AI-Driven Language Services
- Product Internationalization
- Global Data Curation
- Global Websites
- Global Marketing Operations
- China Market Enablement



EMERGING TECHNOLOGIES

- Pact.AI
- IoT
- Blockchain
- Intelligent Automation + RPA
- Next Generation Experiences

**DIGITAL
AGENCY SERVICES
(BFM)**

**USER EXPERIENCE
DESIGN**

**CONTENT MANAGEMENT
PLATFORMS**

**ECOMMERCE
PLATFORMS**

**MARKETING
SERVICES**

**MARKETING
ANALYTICS + BI**

PACTERA TECHNOLOGIES, INDIA

INDIA INNOVATION & DELIVERY CENTER WITH 24*7 COVERAGE FOR GLOBAL CUSTOMERS
OPENED IN 2018 @HYDERABAD, India



- Delivery Centre
- Center for Solution Engineering & Platform Innovation



- 500+ Seater Capacity @ Hitech City, Hyderabad
- Solution & Innovation Labs
- Provision for ODC for our Flagship Engineering Customers



Solution Engineering & Platform Innovation Team

- Solution & Enterprise Architects
- Domain Experts (BFSI, Healthcare, CPG)
- Technology Specialists

Delivery Teams

- Product Engineering
- Digital Enablement
- Globalization – Engineering, Project Management, Quality, Resource Coordination

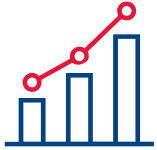
Global Shared Services Team

- Operation Support for Pactera International Teams

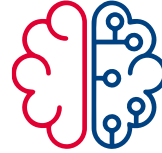


ALIBABA's CLOUD

ALIBABA CLOUD



Alibaba Cloud - With **over 50% of the Chinese public cloud market with an annual revenue of about \$2.2 billion**. Alibaba cloud is reporting an 104% increase in earnings year over year (Y-o-Y)



Focus Solution Areas – 2019: **Big data, AI, security, and private cloud solutions.**

10% of the Enterprise Customers across the globe visioning to use Alibaba Cloud Services



Alibaba Cloud Presence in India: **2 Data Centers in Mumbai**. Alibaba going strong as they have 50 availability zones across the globe including Mainland China, Hong Kong, Singapore, Japan, Australia, the Middle East, Europe, India and the US (East and West Coast).

AC Customer Base – India and APAC

Chinese MNC's in India

oppo

vivo

Alibaba Investments



bigbasket

zomato



snapdeal

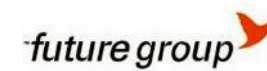
Proposed/Forthcoming Mega Projects



Mall



Online to Offshore



New Retail

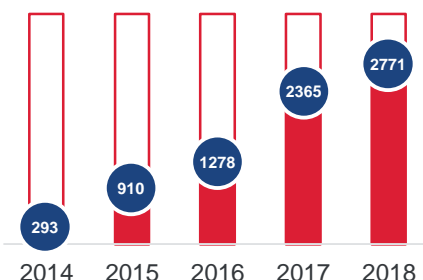


City Brain

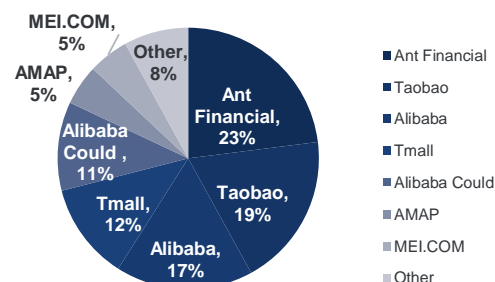
PACTERA ALIBABA PARTNERSHIP – 11 Years

Background: Pactera and Alibaba began outsourcing service cooperation in **2007**. The cooperation time is more than ten plus years. Pactera is one of the earliest service provider of Alibaba. By October 2018, the total number of service staffs exceeded 2,700, making it the most comprehensive service provider and the core supplier of each category.

Headcount Growth



Distribution by OU



Technology	Non-Technology	Customer Service	Design	Translation
45%	8%	35%	8%	4%
<ul style="list-style-type: none"> JAVA Dev WEB Test Project Mgr. Mobility Dev Front-end Dev 	<ul style="list-style-type: none"> Information Processing Job Support Finance, Tax, Legal 	<ul style="list-style-type: none"> Marketing Visual Design Offline Graphic Design Illustration Animation Design CAD Design 	<ul style="list-style-type: none"> Platform Shops Merchant Logistics Overseas Other New Eco-business 	<ul style="list-style-type: none"> Intelligent Labeling Multilingual Translation



Awards

- **2015** Best Supplier of Alibaba Group Supplier Conference
- **2017** UED Best Supplier of Alibaba Group Supplier Conference
- **2017** Best Growth Award of Alibaba 2017 Service Partners Conference
- **2017** Best Recruitment Team of Alibaba CCO Line Double Eleven
- **2017** Best Safety Award of Alibaba 2017 CCO Line Double Eleventh

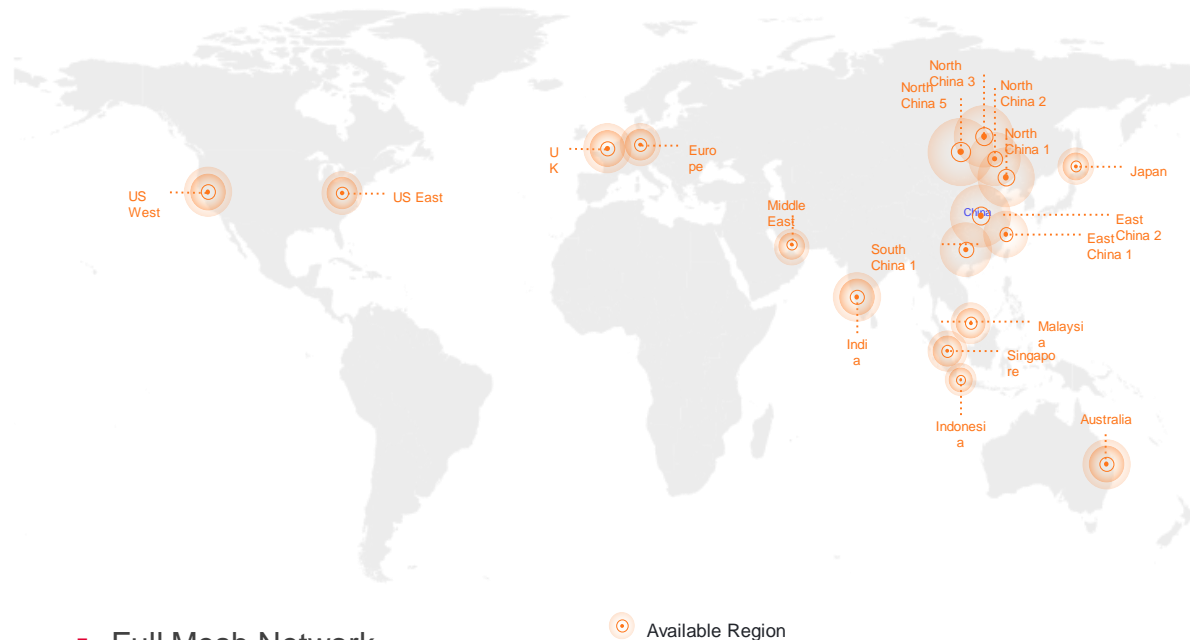


Advantage

- High Quality and Large Scale
- 24 hours round the clock support
- Seamless End-to-End & Full Lifecycle support
- Vast area of expertise and abundant resources
- Profound industry knowledge
- Good understanding of Alibaba's business groups and their operations

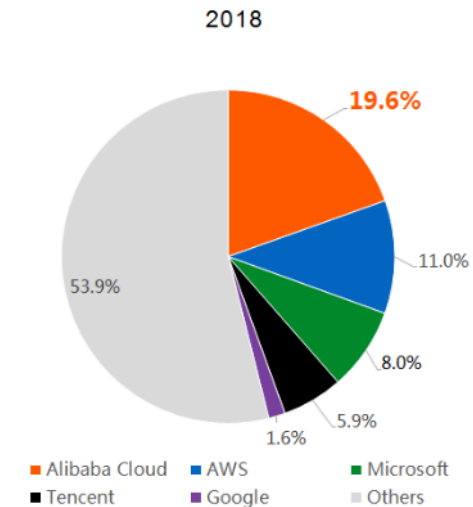
THE NO.1 IN ASIA PACIFIC AND NO. 3 IN THE WORLD

The Technology Backbone of Alibaba Economy
The Portal of Alibaba's Products and Homegrown Technologies



- Full Mesh Network
- **2500+** CDN Access Points
- **20** Global Regions & **58** Availability Zones

Alibaba Cloud Ranked First in Asia Pacific by Gartner Market Share: IT Services in IaaS and IUS



Market Share Gain
(2018 vs 2017)

Alibaba
+4.7%
Amazon
-0.2%
Microsoft
+1%

Source: Gartner Market Share: IT Services, 2018, Dean Blackmore et al., 8 April 2019

THE DIFFERENTIATIONS OF ALIBABA CLOUD INTELLIGENCE

Reliable Infrastructure

- Cloud Infrastructure
- Seamless cloud adoption
- Security & Reliability
- Hosting and Migration
- DR and Backup
- Automation



Core Technology of the Internet

- Distributed Architecture
- Next-Gen Database
- Middle Platform Technologies
- Investment in Cloud Native Technologies



Leveraging Big Data Analytics and AI

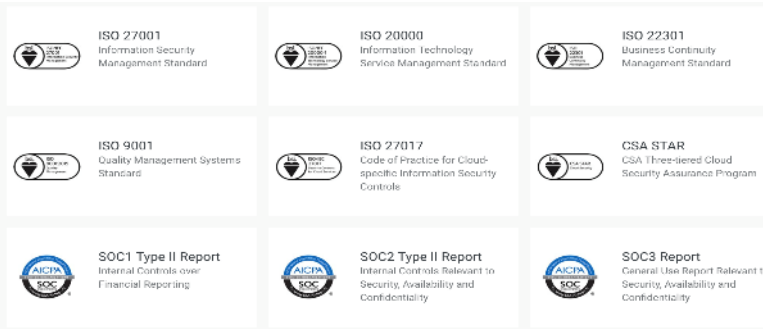
- Full Suite of Data Technologies
- Cutting-Edge Technologies
- City Brain Open Platform
- Industry AI
- Data Visualization



WORLD CLASS SECURITY AND GLOBAL COMPLIANCE

Global

adheres to international information security standards, and we are committed to using international best practices.



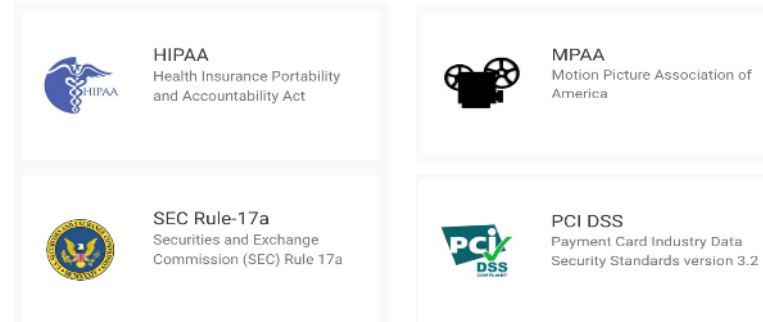
Regional

adheres to domestic information security standards in all regions where we provide cloud products and services.



Industry

adheres to industry best practices by conducting self-assessments and adopting a series of certifications.



Security Compliance

We engage with independent third parties to verify the compliance of Alibaba Cloud according to various requirements. Certified by more than **10** agencies across the globe, Alibaba Cloud is a cloud service provider with the most complete range of certifications in Asia.

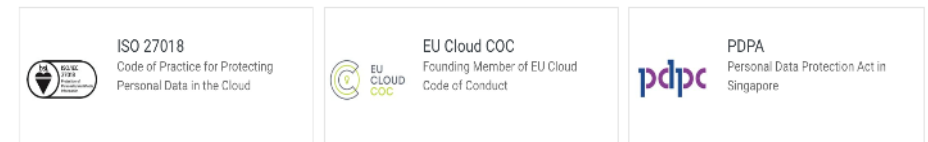
Privacy Protection

Alibaba Cloud is committed to protect customers' personal information and guarantees that such information is only used for the purposes agreed by customers.

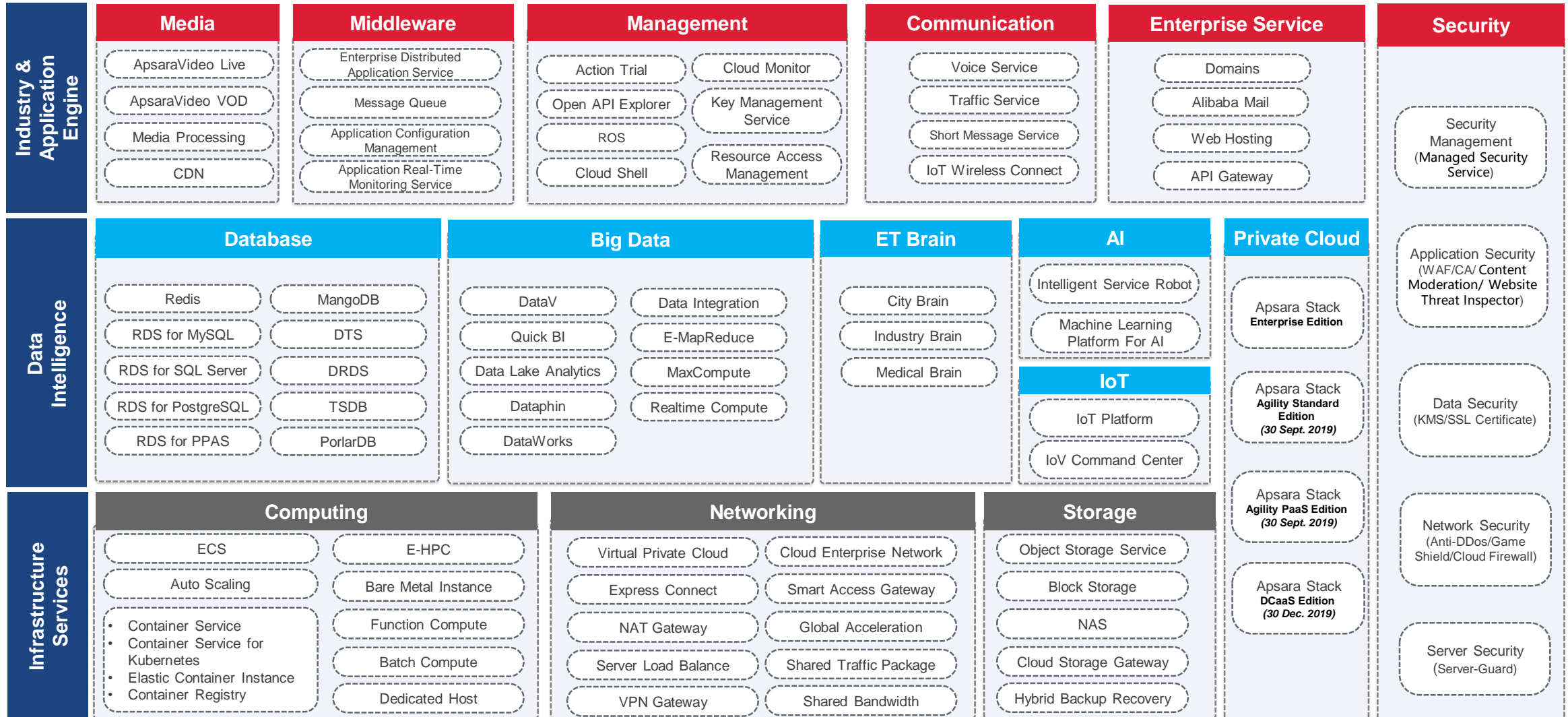


General Data Protection Regulation (GDPR)

Alibaba Cloud is GDPR ready by the effective date of May 25, 2018.



ALIBABA CLOUD PRODUCTS OVERVIEW



PACTERA'S CAPABILITIES

PACTERA-ALIBABA CLOUD SOLUTION CAPABILITIES

Provide a complete solution for migration methods and processes, migration tools, professional service teams, etc.

Solution Experience

- Helping customers in Multiple domains like Pharma, Finance, Energy, Logistics , Automobile etc.
- Migrate complex business systems to the cloud.
- Business continuity and High Availability

Multi Clouds & Complex Scenarios

- Years of migration service experience, support IDC or other clouds to Alibaba Cloud, as well as availability zone migration and hybrid cloud migration, etc.

Customized Services

- Deep understanding on migration best practices. Design and implement Migration and Solution design to meet the business requirements

Delivery Framework

- End to End Migration design and solution implementation and framework with POC, Assessment, Process management Framework, Monitoring and delivery support



System and Application Migration



Storage Migration



Database Migration



Big data Migration



Hybrid Cloud Networking

PACTERA- EXPERTISE ON ALIBABA CLOUD SERVICES

Infrastructure Services

- Cloud Ready Assessment & Migration
- Virtual machine & Automation
- Container Services
- Autoscaling & High Availability
- Storage
- Networking
- WAF (Web application firewall)
- Monitoring Management
- Security & Compliance Services
- DDoS Protection Services
- Directory Service
- Identity Access Management(IAM)
- Backup & Disaster Recovery
- Operational Analytics

Platform Services

- Database Migration Services
- Content Delivery Network
- Global Traffic Management
- Cloud Deployment Template/Infra as code
- Server Automation
- Cloud Management Tools
- Big Data & Advanced Analytics
- Artificial Intelligence
- Machine Learning
- Chatbot
- API Management Services
- Cloud Market Place
- Data Warehouse
- Business Intelligence & Data Visualization
- Audit & Log Services
- Devops (Core)

BENEFIT WITH ALIBABA CLOUD



1. Alibaba Cloud Hosting Benefit

- Fast and efficient deployment
- Less or no capital investment
- Reliability, scalability, sustainability & resource pooling
- Pay as you go, with no monthly commitment
- Highly automated with utility-based system
- On-demand service
- Connecting to digital china Gateway



2. Migration Scenarios

- On premise (IDC) to Alibaba Cloud
- Traditional virtualization platform to Alibaba Cloud
- Other public cloud to Alibaba Cloud
- One region of Alibaba Cloud to another region of Alibaba Cloud



3. Migration Benefit

- Cost savings.
- Reduction in vendor or technical complexity.
- Optimization of internal operations.
- Increasing business agility.
- Preparing for new technical capabilities.
- Scaling to meet market demands.
- Scaling to meet geographic demands.



4. Alibaba Cloud Migration Tool

- ACMT (Infra Migration)
- CMT (App Migration)
- DTS (DB Migration)

SOLUTIONS BY APPLICATION

Enterprise Networking



Alibaba Cloud
Enterprise Networking
Solutions provider

Internet of Things (IoT)



Get things connected
and online.

Web Hosting



Access flexibility and
scale in real-time.

China Gateway



Connecting to
Digital China

Security



Thwart attacks and defend
against threats.

ICP Support



ICP License
application support.

SOLUTIONS BY INDUSTRY

Retail Solutions



Realize Transformation For
the New Retail Era.

E-commerce



Build a better
e-commerce platform

Media and Entertainment



Deliver content globally.

Finance Solutions



Next-gen Financial
Services.

Gaming



Grow you game quickly and
deploy globally

ET Brain



An ultra-intelligent
AI platform

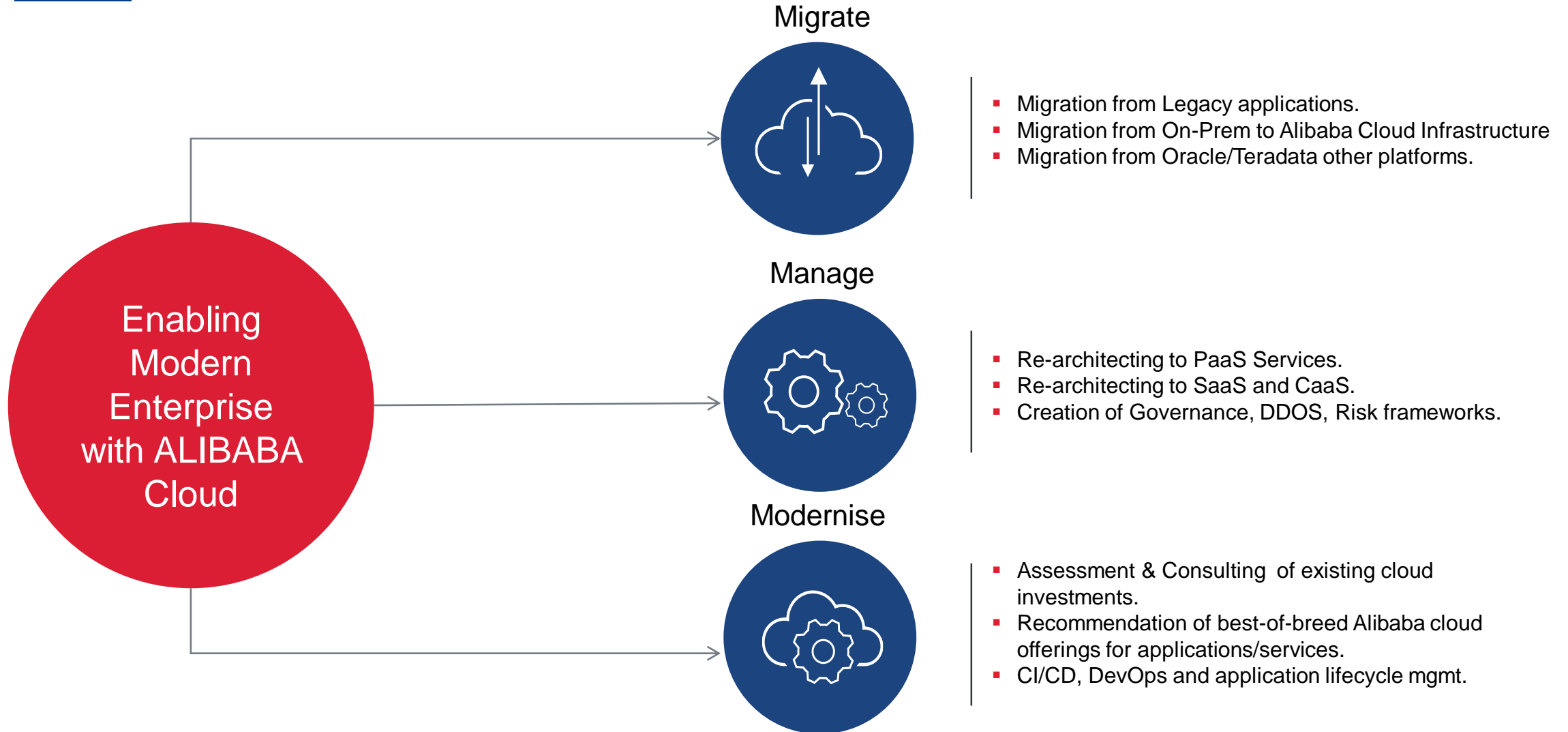
Digital Marketing



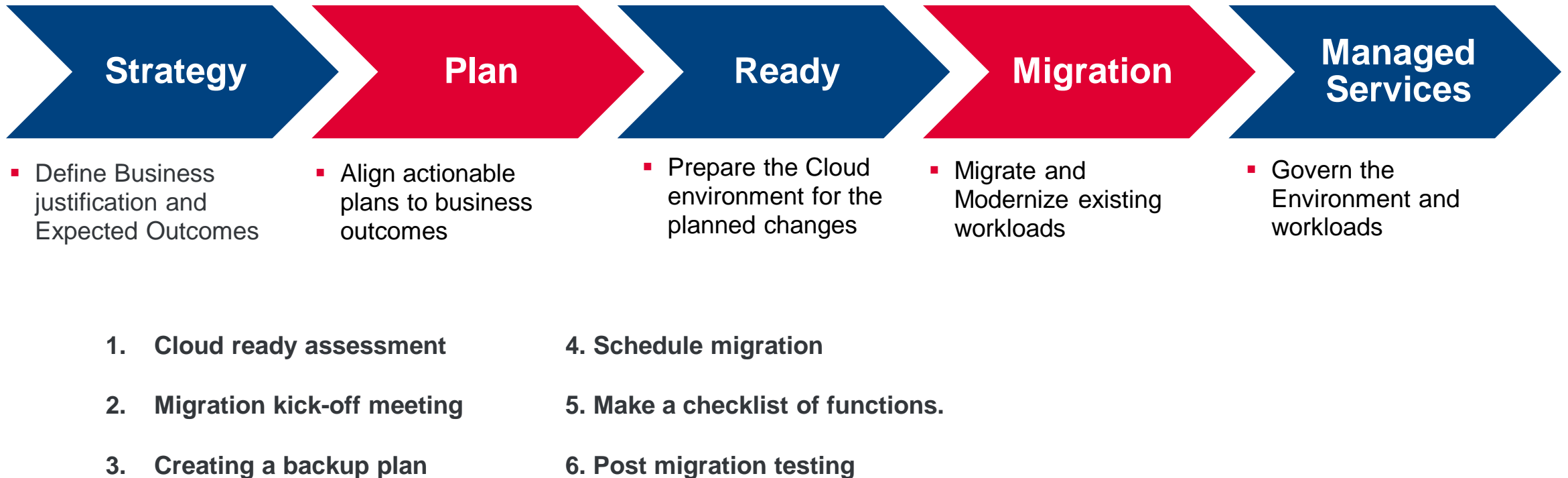
Power up your marketing
efforts with data

PACTER- ALIBABA CLOUD DEPLOYMENT AND MIGRATION SOLUTION OFFERINGS

MODERNIZATION OF ENTERPRISE - CLOUD

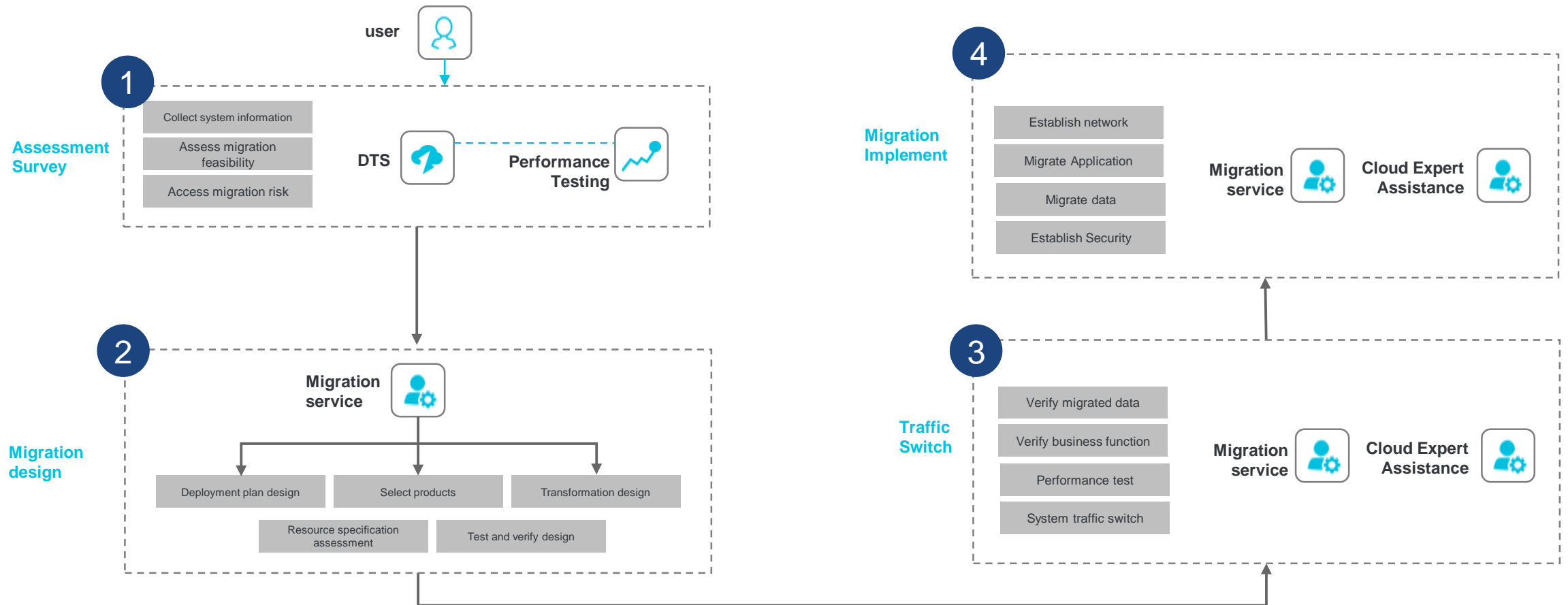


MODERNIZATION OF ENTERPRISE - CLOUD



MODERNIZATION OF ENTERPRISE - CLOUD

For a successful migration, Pactera's follow standard below process and procedures



ON-PREMISE/CLOUD- MIGRATION TO ALIBABA CLOUD

Cloud Infrastructure Migration and Implementation

Complete cutover from the on-premise infrastructure to the Alibaba cloud infrastructure.



Migration
ACMT Tool

Express
connect
or
VPN



Tools: ACMT for Migration

- Easy to use
- Replicate, create migration plans or do the migration in a couple of clicks
- Enterprise Security
- Isolated solution running only on customer environment.
- Sophisticated partner and customer dashboard for end-to-end migration management
- Full automation
- Simplify the cloud migration process and eliminate a possibility of human error
- No Data Loss and minimum Downtime
- Real-time data replication allows avoiding data loss and final migration within a small maintenance window
- RESTful API for experts
- Easy automation and integration with current management systems

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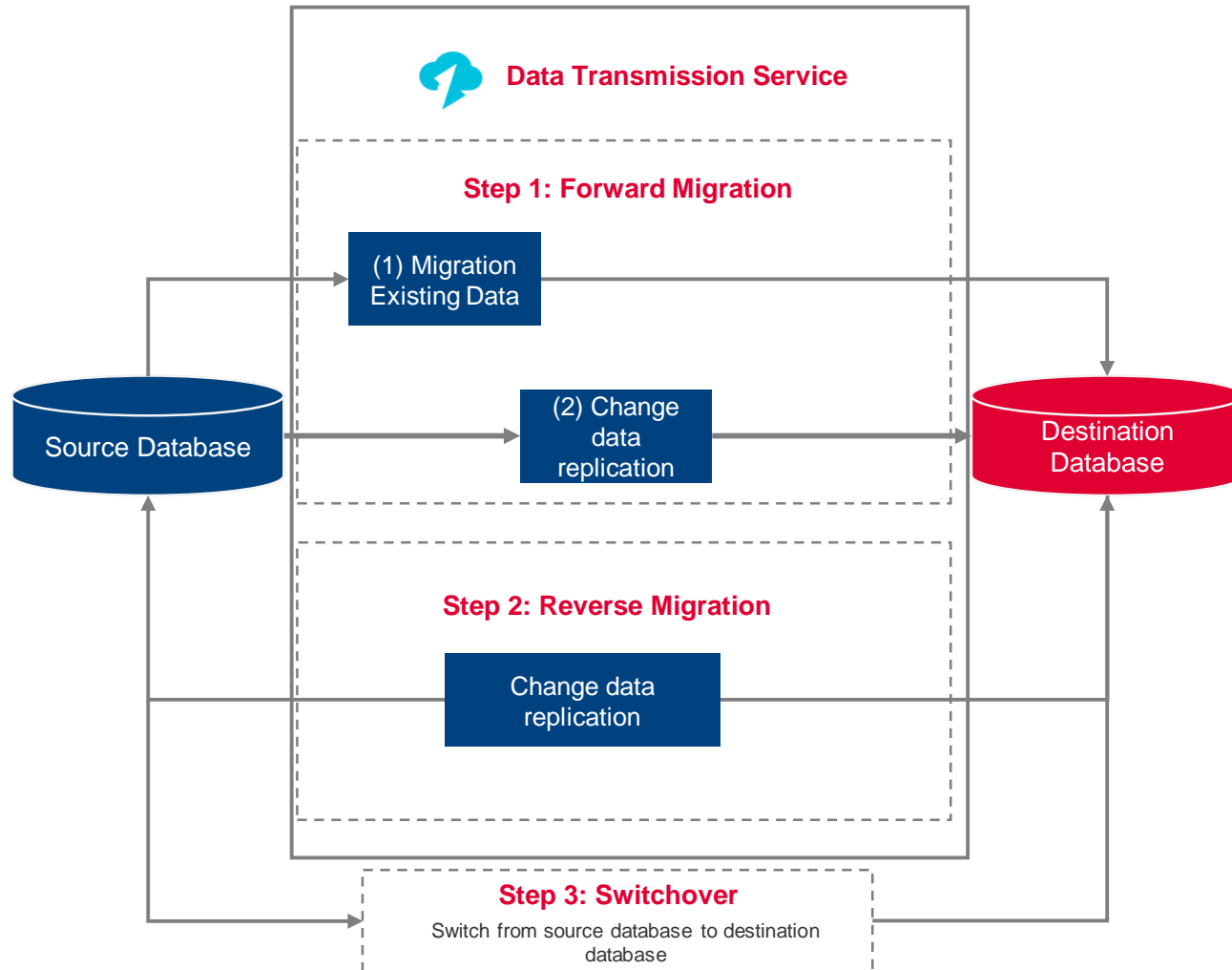


Cloud Migration Tool

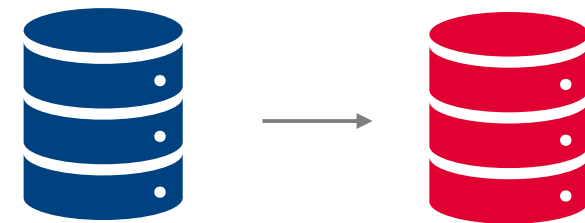


- Real time migration of Applications
- Operating system/App version compatibility
- Irrespective of any application and platform
- Application/Security configuration and customization
- Data Migration and connectivity
- Create similar infrastructure as the source on the target platform
- Establish a connection using VPN/MPLS to create site-to-site connection
- Do real time replication/migration using native methods and switchover.
- Regression testing
- Switchover and cutover
- changing DNS, Routing configuration, Firewall customization and so on.
- Manage and Monitor

DATABASE MIGRATION PROCESS



- Data Migration assists to quickly & easily migrate data between different databases (RDBMS or NoSQL)
- DTS is applied to scenarios like as on-premise data deployment to Alibaba Cloud, Alibaba cloud cross-instance migration, database split & expansion. Both for homogeneous (e.g. on-prem MySQL to Cloud MySQL) & heterogeneous data migration(Oracle to Ali Cloud RDS MySQL) DB migration are available.
- DTS provides basic ETL(extract-transform-load) involving multi-level object mapping & filtration of data
- Automatic Monitoring
 - Replication delay, transmission status, and consumption delay in real time



POST MIGRATION

- Ensure of all services are in running status as expected
- Make comparison using functions check list
- Ensure that Windows license (BYOL) is activated in command prompt
- Make sure that all DNS redirection happening to Alibaba Cloud instance public IP
- Apply restart server mechanisms from Ali Cloud portal & utilize Cloud management & monitoring tools.



PACTERA MANAGED SERVICE OFFERINGS

MANAGED SERVICES



Operational Insight

- Cloud Usage Analytics
- Reporting Dashboards
- Invoicing with Detailed Cost Center Chargebacks
- Custom and integrated service



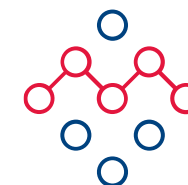
Infrastructure, Application & Data Security

- Identity Management
- Single Sign On
- Intrusion Detection & Prevention
- Perimeter Assessment



Cloud Management Process Control

- Monitoring
- Automation
- Ticketing and Problem Resolution
- Event Management
- Knowledge Management
- Robust infrastructure
- Cost Saving
- Fast response times
- Vendor interfacing



Continuous Improvement

- Best Practices Library
- Documentation
- Training
- Innovation

PACT.CLOUD : MANAGED SERVICES FOR ALIBABA CLOUD

Pactera Managed Services

Cloud Managed Services Platform



Proactive Monitoring & Incident Response



Networking, Load Balancer and Firewall Management

Alibaba Cloud Governance

- IaaS & PaaS Management- Patching and HA
- Comprehensive Security Management: AV, IDS, IPS, Log Management & More
- Data Resilience
- Replication
- Backup & DR

App-oriented



Security threats



Compliance



Application innovation



Refactor | Rearchitect | Rebuild

Driven by app prioritization

Use Containers, PaaS, Serverless technologies in Alibaba Cloud

Infrastructure-oriented



Datacenter contracts expiry



Urgent capacity needs



Software end of support



Quickly integrate acquisitions



Software and hardware refresh

Rehost

Lift-optimize-shift

- Reliable Alibaba cloud platform
- Benefit from Hybrid Benefit / EOS offers
- Right-size workloads
- Stay secure and compliant

CASE STUDY

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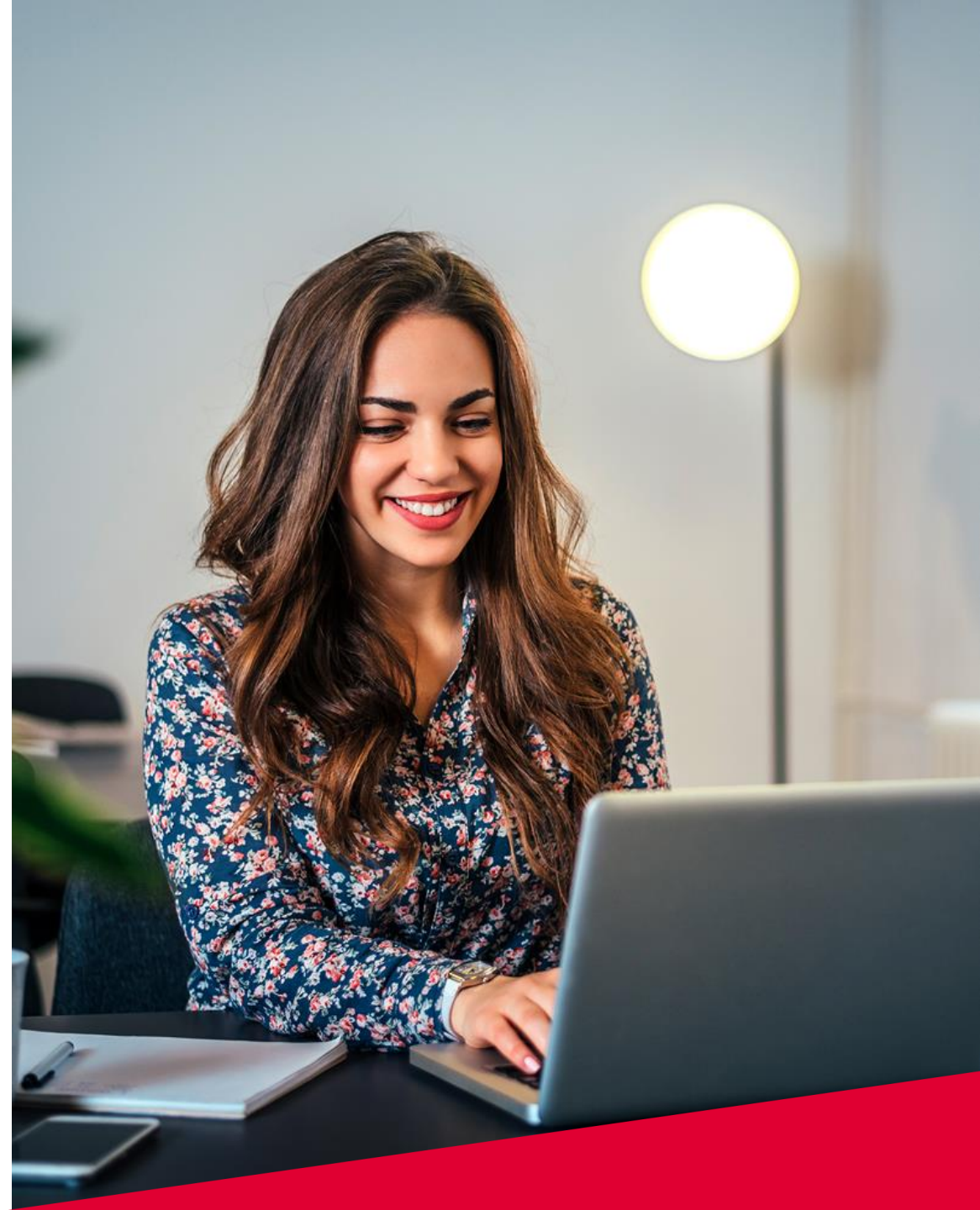
Unlike traditional IT architecture, the cloud ensures high availability through distributed architecture. Alibaba Cloud's advanced cloud computing platform provides cloud products tailored to meet various scenarios. These products help to deliver a highly available, scalable and high-performance solution based on business requirements.

- Server Load Balancer
- Apsara DB for RDS
- Elastic Compute Service
- Data Storage Layer
- Web Service Layer
- Application Service Layer

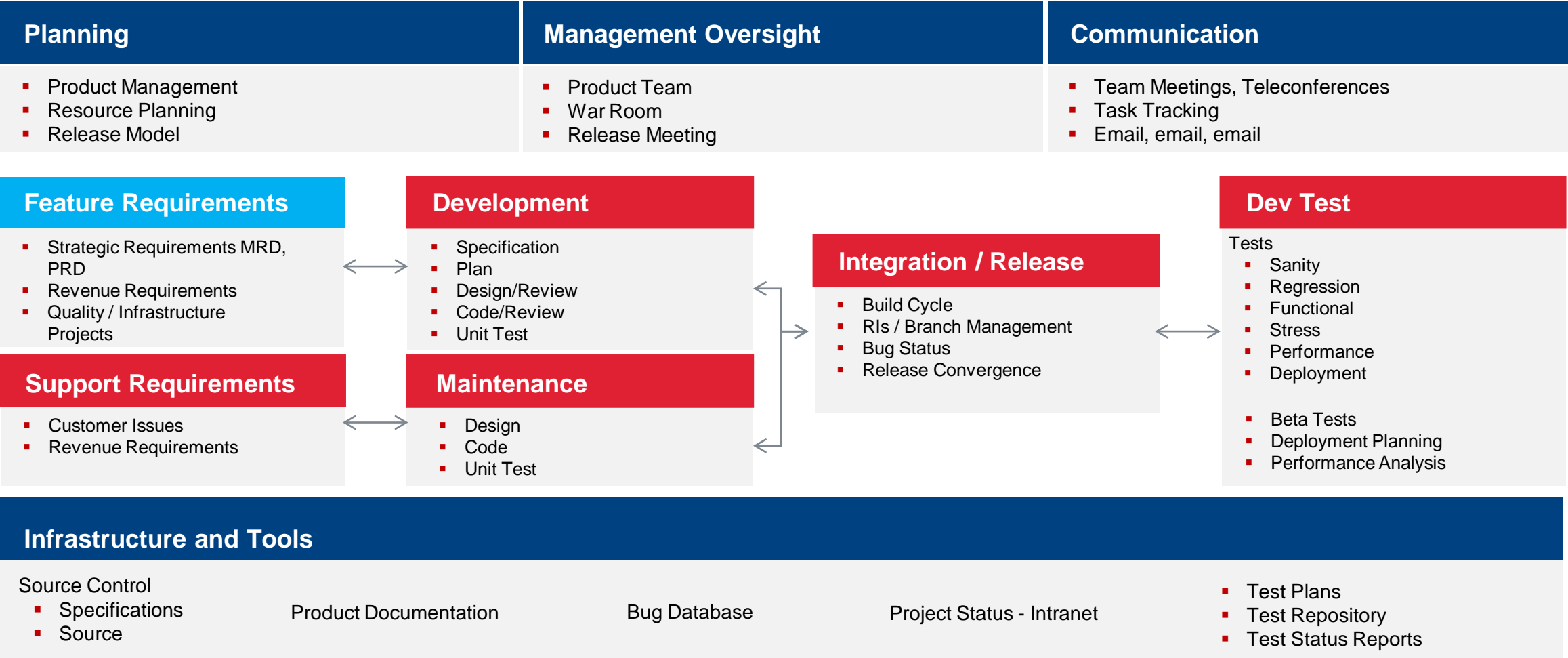
APPENDIX

RESOURCES

http://alicloud-common.oss-ap-southeast-1.aliyuncs.com/Updated_Materials/DataMigration-Phase2-CloudService-basedApplicationArchitectureDesign.pdf



PROVEN E2E MIGRATION AND DELIVERY APPROACH



pactera  EDGE