

CLOUD SERVICES

MOVE YOUR BUSINESS FORWARD.

Manhattan Associates Cloud Services provides a variety of single and multi-tenant cloud offerings, assuring our clients a consistent selection of feature-rich products and solutions for on-premise or cloud-based implementation.

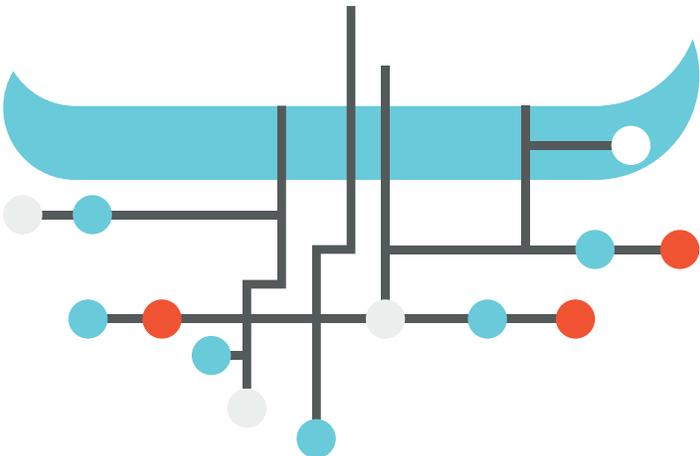
AM I READY FOR CLOUD?

Many organizations become hindered by legacy systems that are unreliable, hard to support, and unable to keep up with the high speed of information processing required by today's businesses. Additionally, the cost of supporting newer hardware, software, and systems grows expensive when you consider licenses, upgrades, and maintenance.

Ask yourself:

- Can my in-house IT support maintain both my Manhattan applications AND pressing projects?
- Am I spending money on any unused infrastructure?
- Am I confident that my data is secure and compliant within my current infrastructure?
- Is my infrastructure reliable? Am I close to 100% uptime?
- Am I certain my data is backed up and accessible with little impact to my business?
- Can I access my applications anytime, anywhere?
- Can I easily scale to accommodate business needs?

Manhattan's dedicated Cloud Services team allows our customers to focus on mission-critical business issues while we provide comprehensive technology, Manhattan application, and infrastructure support.



CLOUD SERVICES BENEFITS FOR YOUR BUSINESS

Manhattan Cloud Services makes sense for all supply chain, inventory optimization, and omnichannel applications. Some of the benefits include:

Expert Manhattan application support

Expert operational maintenance, monitoring, alerting, hosting oversight, technical support, and other important services related to your Manhattan applications frees up your IT team to focus on other important priorities.

Reduced costs

Cloud-based architecture reduces expensive upfront hardware and software purchases, upgrades, maintenance investment, and IT staff time.

Reliability, security, and compliance

Manhattan Cloud Services provides 24x7 staffing and support. Experienced engineers following the highest security and compliance standards ensure business continuity and reduce liability.

No more worrying about data backup and business continuity

Our Cloud Services team helps remove uncertainty about how, when, and if your data is backed up and ready for recovery in case of a disaster, power outage, or technical incident. No matter what happens, your operations will continue.

Accessing application data anytime/anywhere

Manhattan delivers cloud-accessible environments that allow access to any authorized device from your warehouse, at home, or elsewhere.

Harnessing powerful computing power and scalability

Our Cloud Services team works with you to assess the right processing power, storage, and availability you need to handle high volumes of data — helping you scale to business growth and adjust around economic and seasonal fluctuations.

ADAPTABILITY AND FLEXIBILITY FOR YOUR SITUATION

Depending on your needs, Manhattan Cloud Services offers three distinct options. Each option is backed by Manhattan's more than 15 years of experience managing and supporting production supply chain solutions.

MANAGED SERVICES

You've invested in a lot of hardware to support your Manhattan applications. But your IT staff is stretched thin on a limited budget. Yet, you're not ready for cloud because you want to maximize your investments and maintain control over important aspects of your hardware. Let us support your Manhattan applications, oversee the day-to-day management of your Manhattan applications, and help you support customers. We've got it!

Our team will:

Proactively support and maintain current applications

Whether your Manhattan applications are hosted on-premise or by a third party, no one knows how to maintain them better than us. Our team is available 24/7 to handle any technical issues related to your Manhattan applications.

Relieve maintenance burden from your IT staff

We free up your IT staff's time and allow them to stay focused on strategic initiatives and important projects.

Provide ongoing monitoring and alerting

Our proactive monitoring and alerting allows our team to spot issues and trends often before they impact production.

Implement a comprehensive onboarding process

We understand our customers' use of Manhattan applications, business flows, and processes and provide robust monitoring, alerting, communications, and reporting processes 24/7.

SOFTWARE-AS-A-SERVICE (SAAS)

Taking the cloud one step further, SaaS gives you all the benefits of hosted services along with annual software upgrades and customer support in a pay-as-you-go model.

Annual upgrades

No more worries about potentially disruptive software upgrades that you must manage.

No upfront software license fees

We spread out your license fees across the term to make it easier for budgeting and predictability.

Single and multi-tenant deployment options available

Depending on the level of control, customization, and privacy that you need, we offer different deployment options.

HOSTED SERVICES

Ready for the power of the cloud? Working with one of our trusted partners, Manhattan will host your applications in the cloud and provide a turnkey solution for Application Managed Services, Infrastructure-as-a-Service (IaaS), monitoring, and maintenance.

Hosted Services includes:

Highly-available production environment architecture

Cloud data centers (Tier III, SOCI/II certified) provide some of the highest availability for your applications — giving you peace of mind.

Elimination of on-premise hardware

Frees up data center space and eliminates infrastructure for you to purchase and manage.

Proactive monitoring and maintenance

All cloud maintenance occurs mostly unseen. You simply don't worry about it anymore.

Temporary scalability without high expense

Experience seasonal fluctuations? It is typically expensive to scale up with on-premise hardware. You risk letting expensive hardware sit unused for much of the year. Cloud infrastructure provides flexibility for temporarily expanding your processing capabilities to accommodate varying demand.

Ability to support single or multi-product environments and installations

Public, private, or hybrid cloud models accommodate whatever application complexities you have.

Flexibility to match your business growth

Instead of planning for expensive, unpredictable one-time investments, you can grow your infrastructure gradually as your business grows.

Disaster recovery to ensure business continuity

We store your data and applications in geographically diverse data centers with high redundancy and minimized points of failure.

Whatever option you choose, Manhattan Cloud Services is ready to serve you with:

Experienced resources

Experience matters. Our team knows the ins and outs of your infrastructure and provides seamless coordination, established protocols, and knowledgeable support.

Efficient support

Manhattan Cloud Services provides a single point of contact and rapid response to any issues with specialized technology and Manhattan product expertise.

Proactive support

24/7 Support and monitoring powered by comprehensive, proprietary alerts and industry-leading tools.

To learn more contact us at
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