



Telstra Cloud Infrastructure Uplift

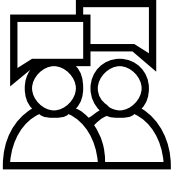
A woman with dark hair and glasses, wearing a dark blue sweater and blue jeans, is crouching in a server room. She is looking at a laptop on the floor and reaching into a server rack to manage orange cables. The room has rows of server racks and a white floor with a grid pattern.

Telstra Cloud Infrastructure Uplift

Getting the most value from your
Cloud Infrastructure

What's changing?

CSX Gen 1 (Dedicated) and CSX Gen 2



Customer feedback

- Customers have been telling us they want more control through the management console and access to the latest features available from VMware



Expanded Self-Service

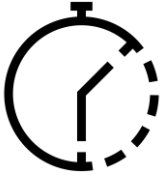
- You can now self-service many features that you previously had to request through Telstra
- A vCenter upgrade from v6.0 to 6.7 means you'll have access to the latest features
- Several services you previously had to pay for are now accessible to you directly – saving you time and money



Upgraded Infrastructure

- We're upgrading and future-proofing our architecture
- You'll have direct access to vCenter where you'll find a Telstra icon for submitting service requests not available in vCenter

Why is this happening?



To provide services faster

- Some services are slow to deploy – minutes rather than days
- All the latest updates will be applied quickly – by updating our current system architecture to make this happen



To provide the latest vSphere features

New features include:

- Improved UI
- Support for additional Operating Systems
- Support for the latest hardware
- Security enhancements



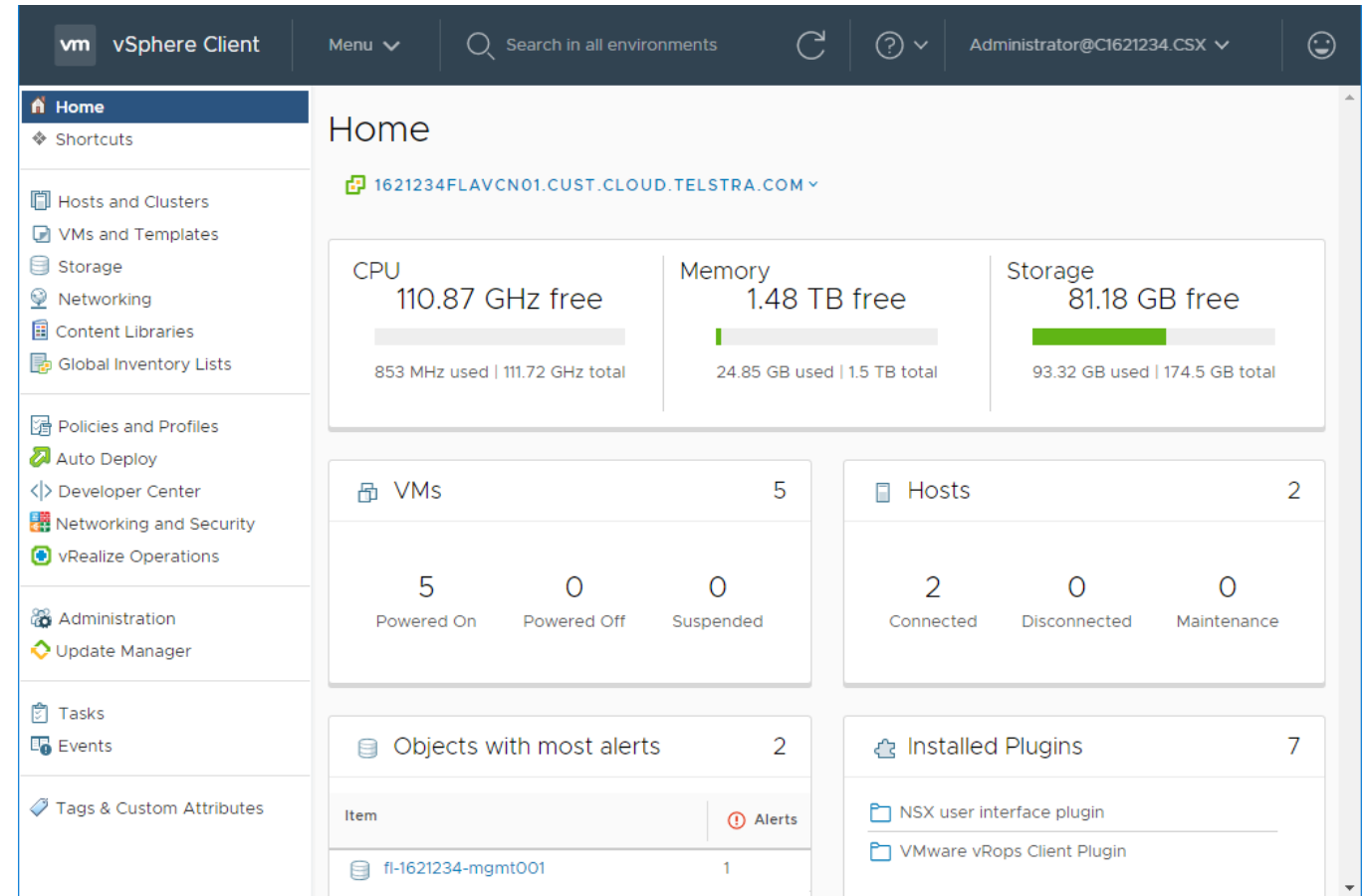
To Improve the Interface

- Our current cloud portal (CSMC) is being replaced with a simpler, easier to use interface
- Giving customers native vCenter access – enabling features that were previously locked down

VMware



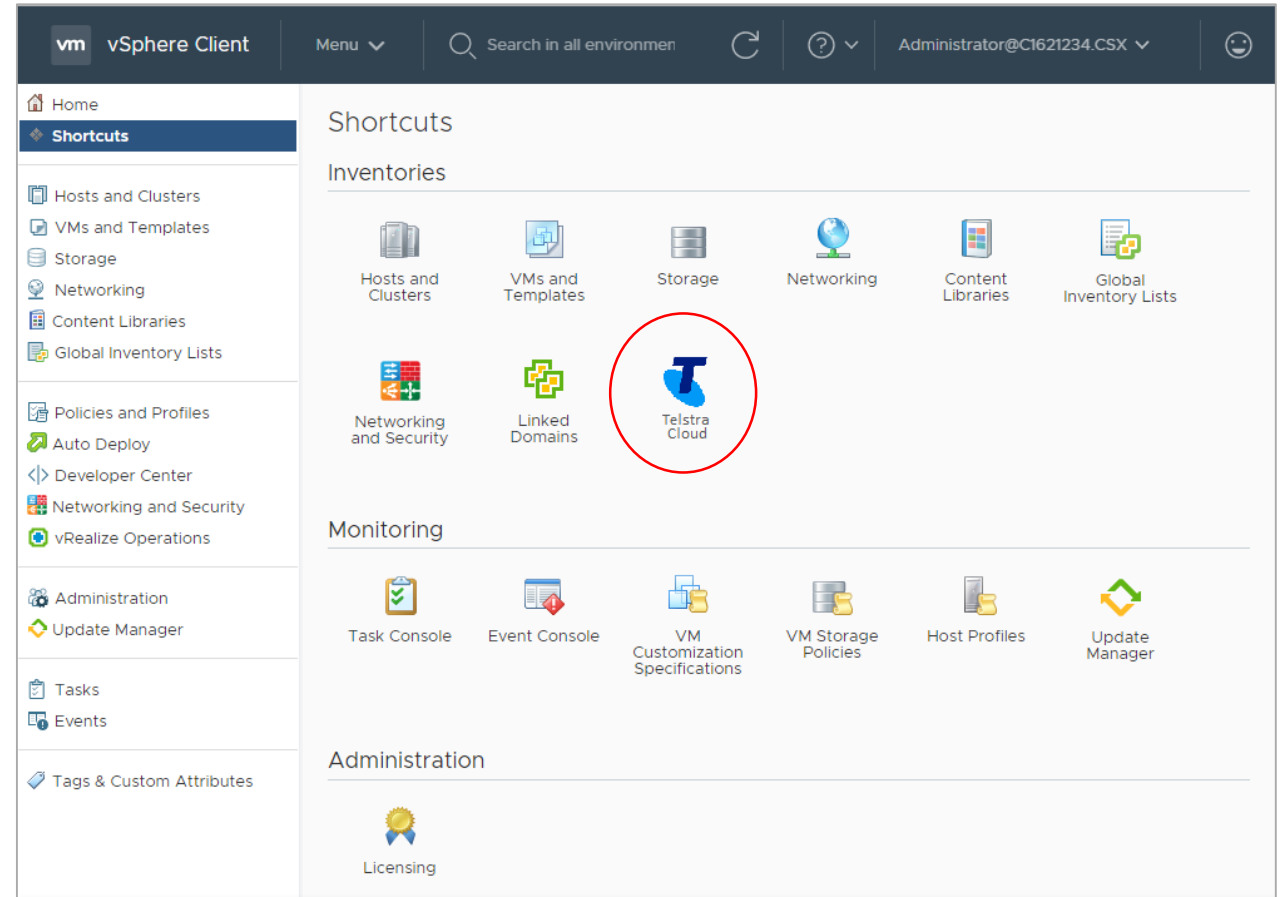
- Skills and technical application architecture constraints favour VMware based platforms, representative of the market share that VMware hold.
- We're moving from VMware vSphere version 6.0 to 6.7
- Future upgrades will be rolled out much faster, making sure the latest features are available to customers



Self-Service Moves, Adds, Changes



- Moving away from the CSMC to the vSphere Client as this is where most of your time is spent managing workloads
- The new vCenter Plugin allows you to self-service your Moves, Adds and Changes via the Telstra Cloud icon
- Some services that were previously manually requested through Telstra, are now accessible with zero or significantly reduced service fees, saving time and cost

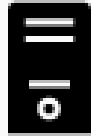


Self-Service Moves, Adds, Changes



New Plug-in features

Requests



Host
Requests

Adding a Host
Removing a Host



Storage
Requests

Adding a Storage
Volume
Removing a
Storage Volume



Public
IP Address

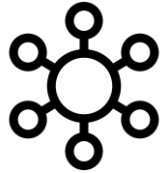
Request a Public IP
Remove a public IP
Address



Service
Requests

19 Different
Service
Requests

Architecture – What's changing?



A simpler, more flexible
solution architecture



A more efficient development
and operations model –
upgrades and enhancements can
be rolled out more quickly and
more frequently

Uplift from CSX Gen 2 > Gen 2+



During your scheduled maintenance outage, we will ...

- 1 Update and configure vCenter to 6.7
- 2 Register vCenter Plug-In
- 3 Add new ESXi 6.7 hosts
- 4 Upgrade NSX-v to 6.4
- 5 Transition VMs to upgraded vCenter

What happens during the Uplift?



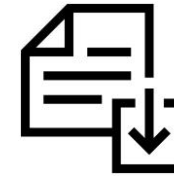
Will there be a disruption to my service?

- Yes, partially. Your applications will continue to run during the uplift, however there will be a network disruption that may last up to 5 minutes.
- For the duration of the scheduled maintenance window, you will be unable to make changes to your environment via either vCenter or the CSMC. There will be no outage to your servers or hosted applications after the uplift has occurred.



When will it occur?

- We will notify you prior to your tenancy being updated
- You will be sent a formal notification which acts as a notice of planned upgrades for your tenancy



How will I know what's changed?

- An overview is provided as part of the Tech Session with a pack detailing 'What's Changing' also provided.
- With your access to native vCenter functionality, you'll be able to benefit from the [online](#) VMWare documentation.

Where do I go for more information?



Customer Support

Enterprise Customers

- Continue to go through your Account Executive or Cloud Sales Specialist

Managed Services Customers

- Continue to go to your Telstra Partner



Telstra Support

- If you have any questions, email cloudservicessupport@online.telstra.com.au or call us on 1800 620 345. We're available 24/7.

