

Platned managed services and cloud hosting

Ensuring performance, resilience and continuity for enterprise ERP

Executive overview

Modern ERP platforms such as **IFS Cloud** sit at the centre of operational and financial processes. System availability, data security and performance stability are therefore business-critical requirements. Platned provides structured managed services and cloud hosting support designed to maintain ERP environments in a stable, secure and continuously optimised state. These services combine technical platform expertise with defined operational governance, enabling organisations to reduce risk while maintaining system agility.

Managed ERP operations in practice

Platned managed services focus on maintaining consistent system performance and reducing operational disruption.

Core **managed service** capabilities include:

- Continuous application monitoring and incident response.
- Preventative maintenance and system optimisation activities.
- Database performance management and security administration.
- Upgrade readiness and technical change governance.
- Capacity planning aligned to business growth forecasts.

These activities help ensure that enterprise systems remain aligned with both vendor roadmaps and organisational operational priorities.

Cloud infrastructure architecture

Platned cloud hosting services are delivered using hyperscale cloud platforms including Microsoft Azure and Amazon Web Services (AWS). These environments provide enterprise-grade infrastructure designed for scalability, resilience and secure data processing. Infrastructure design principles include:

- Use of regionally aligned cloud data centres to meet data residency expectations.
- Segmented network architecture supporting secure application access.
- Load-balanced compute environments to support peak transactional demand.
- Managed storage configurations optimised for ERP database performance.
- Automated patching and platform lifecycle management aligned to vendor guidance.

By leveraging established hyperscale cloud ecosystems, Platned enables customers to benefit from high levels of platform maturity, global availability zones and ongoing infrastructure innovation.

Data location and regional hosting considerations

For many organisations, particularly those operating within regulated sectors or across European markets, data location is a primary consideration when selecting hosting providers. Platned supports **hosting** deployments within EU-based cloud regions, subject to customer requirements and architectural design decisions. This approach helps organisations:

- Align with regional data protection and compliance expectations.
- Reduce latency for European operational users.
- Support governance models requiring regional data processing assurance.

Specific hosting locations are determined during solution design, based on business continuity objectives, performance expectations and regulatory considerations.

Disaster recovery and business continuity

ERP resilience planning requires structured disaster recovery capabilities that extend beyond simple data backup. Platned cloud **hosting** environments incorporate:

- Scheduled automated backups with defined retention policies.
- Replicated infrastructure deployment across cloud availability zones.
- Tested recovery procedures aligned to agreed recovery time objectives.
- Business continuity planning support linked to customer operational risk frameworks.
- Infrastructure failover design to minimise service disruption during regional incidents.

These measures support organisations in maintaining operational continuity even in the event of infrastructure outages or unexpected technical incidents.



Service availability and uptime assurance

System availability is governed through defined service level frameworks and architecture design choices.

Platned hosting services can be structured to support uptime availability targets typically ranging between 99.5 percent and 99.98 percent, depending on:

- Selected infrastructure redundancy models.
- Disaster recovery configuration complexity.
- Application tier high-availability design.
- Support coverage model and monitoring scope.

Higher availability tiers are typically achieved through multi-zone deployment, active infrastructure monitoring and enhanced failover automation.

Security and data protection controls

Enterprise ERP environments require consistent governance across infrastructure, application and operational processes.

Platned applies layered security controls including:

- Encrypted data transmission and secure access frameworks.
- Firewall management and network segmentation strategies.
- Identity and access governance aligned to least-privilege principles.
- Regular security patching and vulnerability management processes.
- Structured audit support aligned to customer compliance programmes.

These practices help organisations maintain confidence in the integrity and confidentiality of operational and financial data.

Supporting long-term ERP performance

Managed services and structured hosting support enable organisations to move beyond reactive system administration toward proactive performance management.

By combining cloud infrastructure expertise with ERP-specific operational governance, Platned helps customers:

- Maintain stable system performance under changing business demand.
- Reduce technical risk during upgrades and transformation initiatives.
- Improve predictability of operational system costs.
- Strengthen resilience across mission-critical enterprise processes.

Conclusion

Cloud hosting and managed ERP services play a strategic role in enabling organisations to maximise the value of platforms such as IFS Cloud. Through hyperscale cloud infrastructure, regionally aligned hosting options, structured disaster recovery planning and clearly defined uptime targets, Platned provides a framework that supports both operational continuity and future business growth.

In addition, we provide monitoring dashboards to customers so they can better understand what is happening in the backend. This gives them a “glass box” monitoring view, offering transparency into the system’s operations.