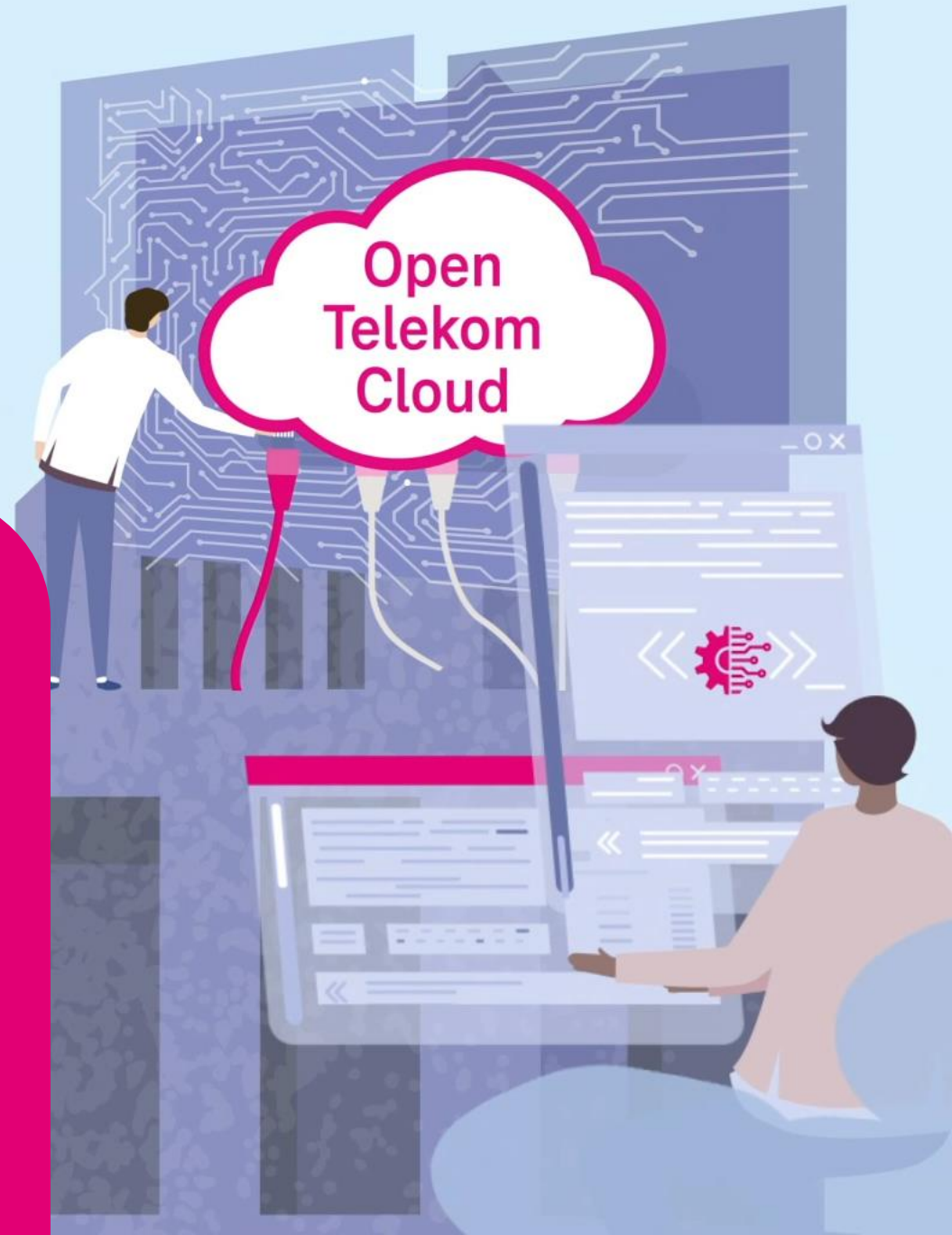


# Open Telekom Cloud Welcome Package

The European alternative for public cloud | October 2023



# Agenda

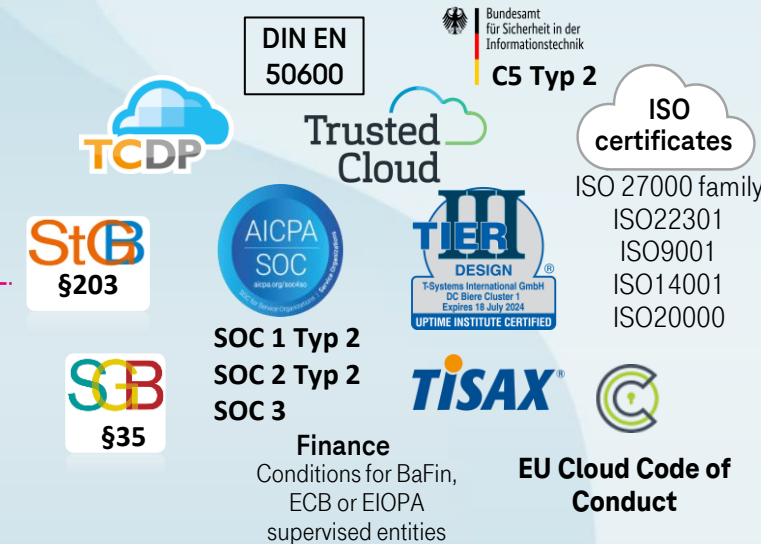
- 01 Open Telekom Cloud – what we stand for
- 02 myWorkplace / Business Login and roles „commercial admin“ / „technical admin“
- 03 Invoices and Financial Dashboard
- 04 Open Telekom Cloud Console
- 05 Identity & Access Management (IAM)
- 06 Regions
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- 16 Best Practices: Sending E-Mails (Mailings)
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# 01 – Open Telekom Cloud – what we stand for

- [Data protection](#) in accordance with the most stringent EU requirements
- [Video](#) about Open Telekom Cloud certifications
- **Secure and flexible technology**
  - Geo-redundant data centers in EU
  - Openstack-based
  - If needed, we can also provide Hybrid solutions
- [Sustainability and environmental protection](#)
  - 100% green power
- **Best price-performance ratio**
- **Personal support: 24 hours a day, 7 days a week**

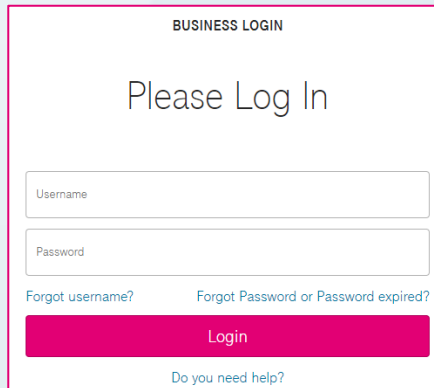
99,95%



# 02 – myWorkplace / Business Login and roles

## “commercial admin” / “technical admin”

### myWorkplace / Business Login

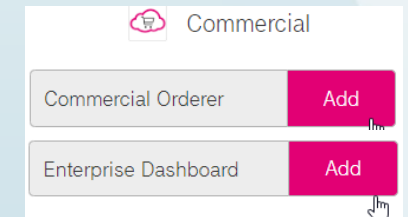


<https://open-telekom-cloud.com/login>

- Portal for business view of Open Telekom Cloud Services
- Invoices
- Financial/Enterprise Dashboard
- (User Management)

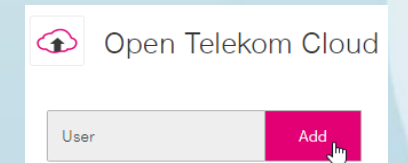
### Commercial admin:

- Owner of the contract
- Can introduce contractual changes
- Access the financial dashboard / enterprise dashboard as well as the invoice copies via myWorkplace/ Business Login
- By default, have no access to the Open Telekom Cloud console



### Technical admin:

- Enterprise Administrator from technical side
- Can grant access to Tenants within myWorkplace / Business Login
- No access to financial dashboard / invoices by default



# 03 - Invoices and Dashboard

Via myWorkplace you can...

- check all previous invoices and documents (e.g., invoice details)
- verify the usage via [Enterprise Dashboard](#) (product description)
  - [Enterprise Dashboard User Guide](#)

Accounting History

From: 10/2/2022 To: 10/20/2022 [Go](#)

| Contract Number | Accounting Number | Accounting Date | Accounting Sum | Product            | Download | Invoice | Invoice details |
|-----------------|-------------------|-----------------|----------------|--------------------|----------|---------|-----------------|
| 00000000001000  | 0040700           | 10/12/2022      |                | Open Telekom Cloud |          |         |                 |
| 00000000001000  | 0040037           | 10/17/2022      |                | Open Telekom Cloud |          |         |                 |
| 00000000001000  | 0040037           | 10/17/2022      |                | Open Telekom Cloud |          |         |                 |
| 00000000001000  | 0040700           | 10/12/2022      |                | Open Telekom Cloud |          |         |                 |
| 00000000001000  | 0040700           | 10/12/2022      |                | Open Telekom Cloud |          |         |                 |

1 50 items per page 1 - 5 of 5 items

## MY CONTRACTS & SHOP

### Accounting History

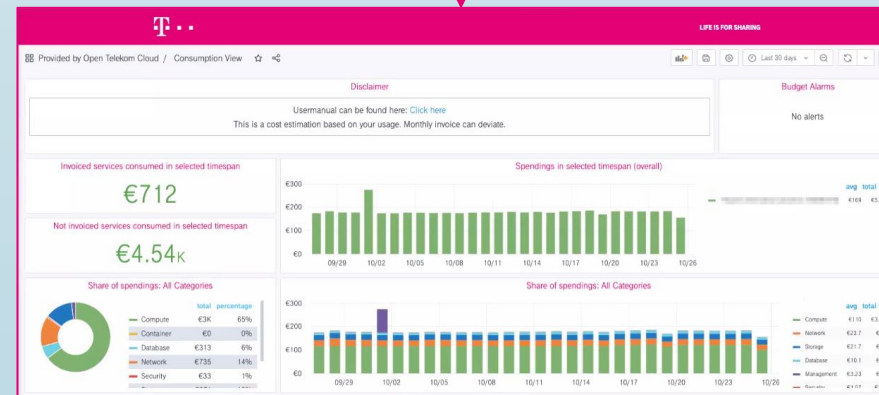
In the accounting history, you can see all the invoices whose contracts you are authorized to. You can download the invoices in various formats. You can use the date filter to expand your search and see more invoices.

[Go to Accounting History](#)

### Dashboard

In this dashboard, you can view your current costs and contracts concisely & in real time.

[Financial Dash...](#) [Enterprise Das...](#)



# 04 - Open Telekom Cloud Console

Multitenant Login

Domain Name

Username/Email address/Mobile number

Password

Remember username

Log In

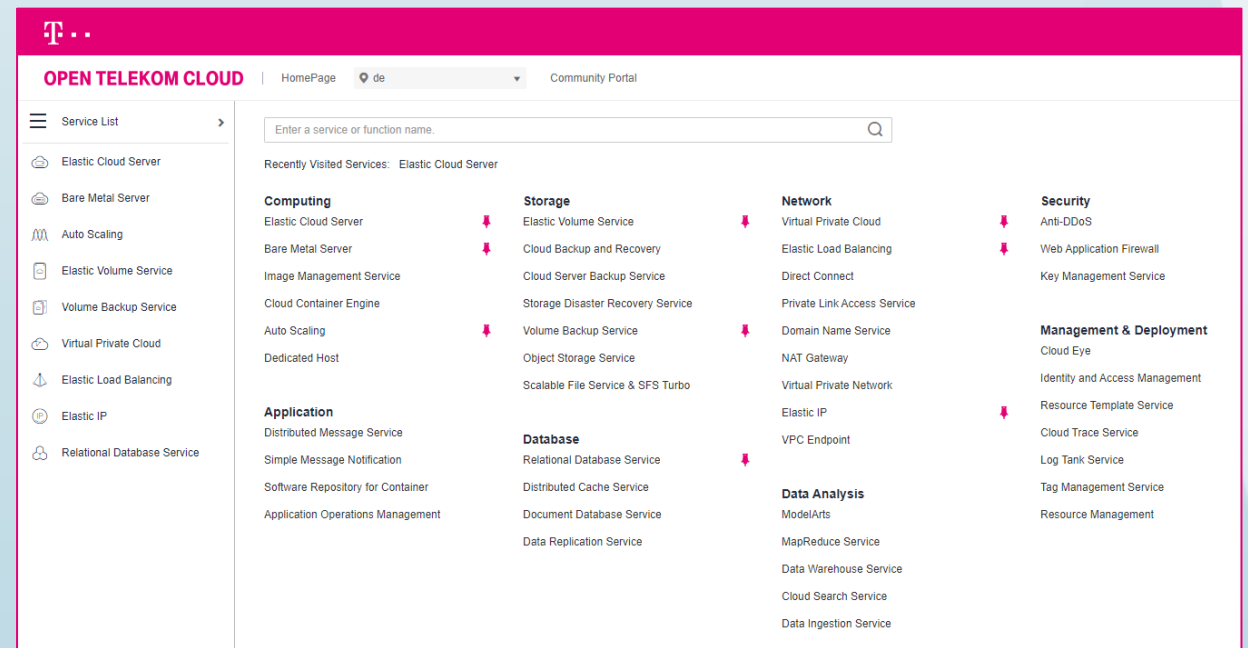
Register

Forgot password?

Login to Open Telekom Cloud Console using following link:

<https://open-telekom-cloud.com/console>

- Open Telekom Cloud Services (Compute, Storage, Data Bases,...)
- User Management (Identity & Access Management)
  - User Groups
  - Projects
  - MFA





# 05 - Identity & Access Management (IAM)

As best practice we recommend to create users in the IAM  
(Open Telekom Cloud Console).

Product description: [User management in the Open Telekom Cloud](#)

Documentation:

- Identity & Access Management : [IAM User Guide](#)
- Permission Description: [User management and cloud service management permissions](#)

Hands-on training

- Limited user group: [Create a limited User Group](#)
- New users: [Create additional Users](#)

Management & Deployment

Identity and Access Management



# 06 - Regions

The Open Telekom Cloud becomes the Europe cloud.

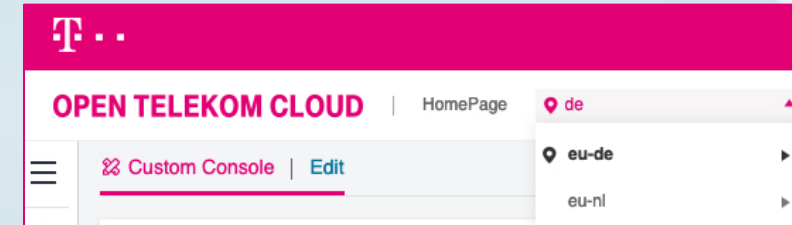
Open Telekom Cloud offers two regions:

- Germany “eu-de”
- Netherland “eu-nl”

You can choose easily the region from the drop-down menu on the top, or change the region if you are booking a resource.

Find more information about our regions and the locations of our data centers:

- [Open Telekom Cloud data centers](#)
- [Documentation about region and AZ](#)





# 07 - Ticketing & Support

**Open Telekom Cloud Service Desk (24\*7 available) – for technical issues**

- **E-Mail:** [service@open-telekom-cloud.com](mailto:service@open-telekom-cloud.com)
- **Phone from Germany:** **0800 330 4477**
- **All other countries:** **+800 330 44770**

## **Best Practice: Relevant information needed in email to the support team**

- Domain ID (Tenant ID, e.g., OTC0000000000XXXXXXXXXX or similar)
- Project ID (If no projects are used: „eu-de“ or “eu-nl”)
- IDs of servers and resources that are affected.
- Accurate description of the issue / error
- When did the issue/error occur the first time?
- Screenshots of the issue/error



# 08 - Quota adjustment

What is a technical quota?

- Maximum number of bookable services, for e.g. ECS (Elastic Cloud Server)

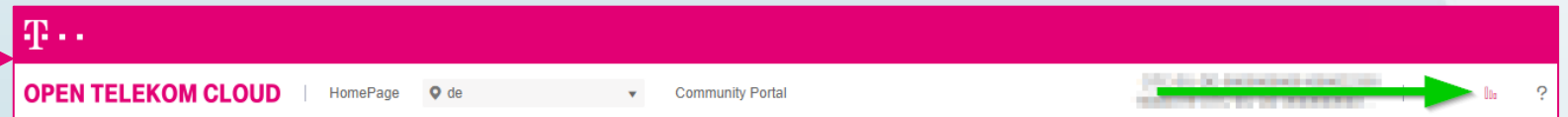
Where can I find the current quota?

- In the Open Telekom Cloud Console, on the upper right corner
- Here you will find „Total Quota“ and „Used Quota“

Can I increase or reduce the quota of a service?

- Yes, contact our Service Desk  
[service@open-telekom-cloud.com](mailto:service@open-telekom-cloud.com)

Details also available within the [Community](#).



| Service                  | Resource Type       | Used Quota | Total Quota |
|--------------------------|---------------------|------------|-------------|
| Elastic Cloud Server     | ECS                 | 12         | 20          |
|                          | vCPU                | 35         | 40          |
|                          | Memory (MB)         | 87,040     | 163,840     |
| Image Management Service | Image               | 0          | 100         |
| Auto Scaling             | AS group            | 0          | 25          |
|                          | AS configuration    | 0          | 100         |
|                          | AS bandwidth policy | 0          | 50          |

# 09 – Status Dashboard

## [Status Dashboard](#)

## [Documentation](#)

- **verify the status of each service per region**
- **get informed in case of a maintenance or service interruption**
- **register for RSS feed (or use the Open Telekom Cloud App)**

OPEN TELEKOM CLOUD STATUS DASHBOARD

The Open Telekom Cloud Status Dashboard displays the current status of the various services running on the platform, we have the following regions available: Global Services | Europe (Germany) | Europe (Netherlands).

[More...](#)

Current Status: Mar. 16, 2023 CET, 3:11 pm

Global Services

Europe (Germany)

Europe (Netherlands)

Access to the GUI

| SERVICE                | STATUS                        | DETAILS | RSS |
|------------------------|-------------------------------|---------|-----|
| ✓ Enterprise Dashboard | Service is operating normally |         |     |
| ✓ OTC Console          | Service is operating normally |         |     |
| ✓ OTC Documentation    | Service is operating normally |         |     |
| ✓ OTC Website          | Service is operating normally |         |     |

Application

| SERVICE                             | STATUS                        | DETAILS | RSS |
|-------------------------------------|-------------------------------|---------|-----|
| ✓ Application Operations Management | Service is operating normally |         |     |

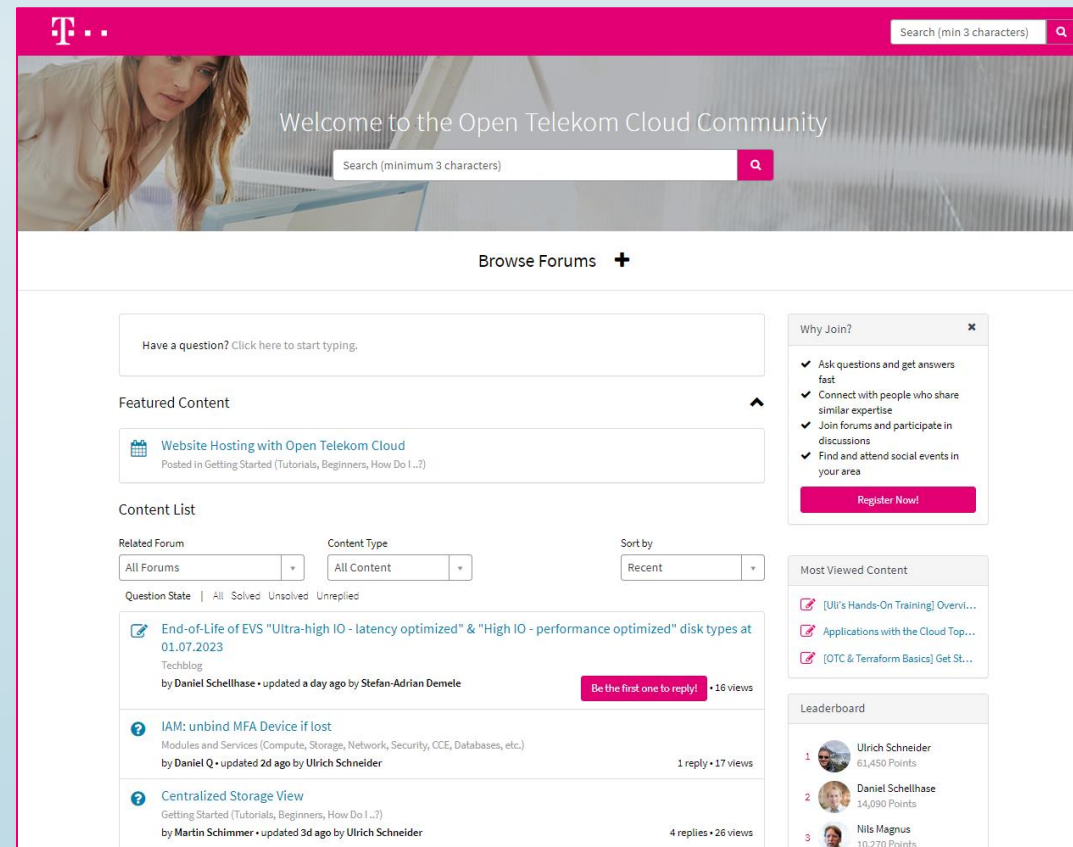
# 10 - Open Telekom Cloud Community

In the community you will find answers to your questions (FAQs) and you will be able to ask questions as well.

In addition, you will also find blog articles related to all topics around Open Telekom Cloud.

- Open Telekom Cloud [Community](#)
- [Uli's Hands-On Training]: [Overview](#)

MONTHLY  
COMMUNITY  
WEBINARS



# 11 - Open Telekom Cloud App

Please download the Open Telekom Cloud App ...

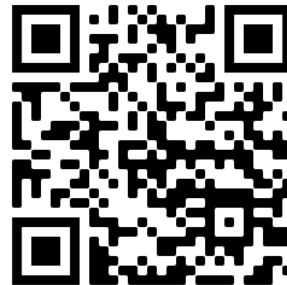
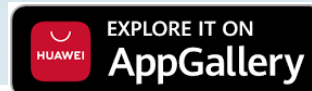
[Apple App Store](#)



[Google Play Store](#)

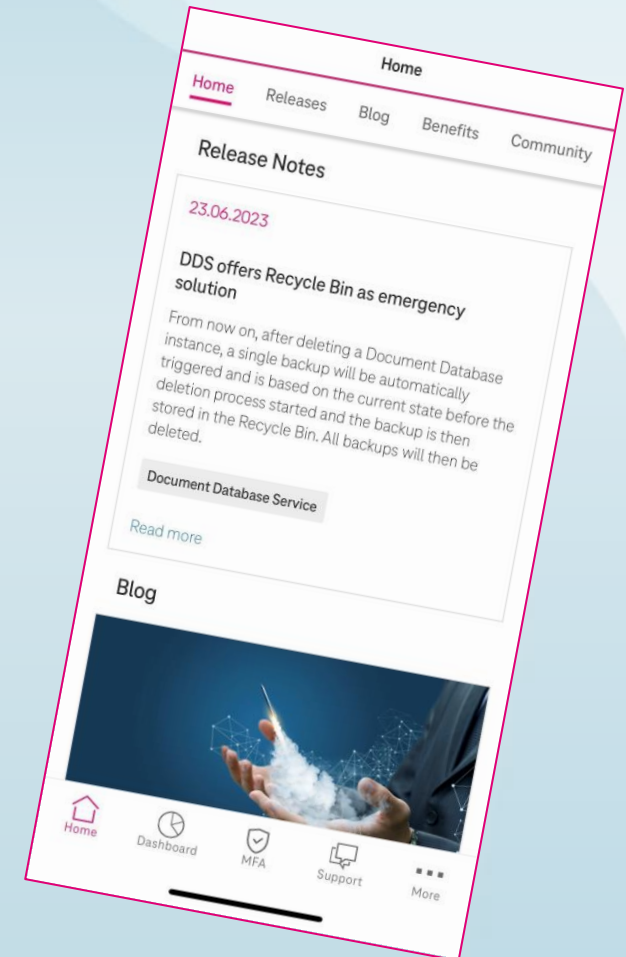


[Huawei App Gallery](#)



## FEATURES:

- Push notifications (service and marketing messages)
- Cloud eye and Cloud trace alerts
- Direct access to status dashboard
- Multi factor authentication (MFA)
- Release notes, blog entries
- Products and services description



# 12 – Open Telekom Cloud Training & Certification

## Our [training and certification program](#)

Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.



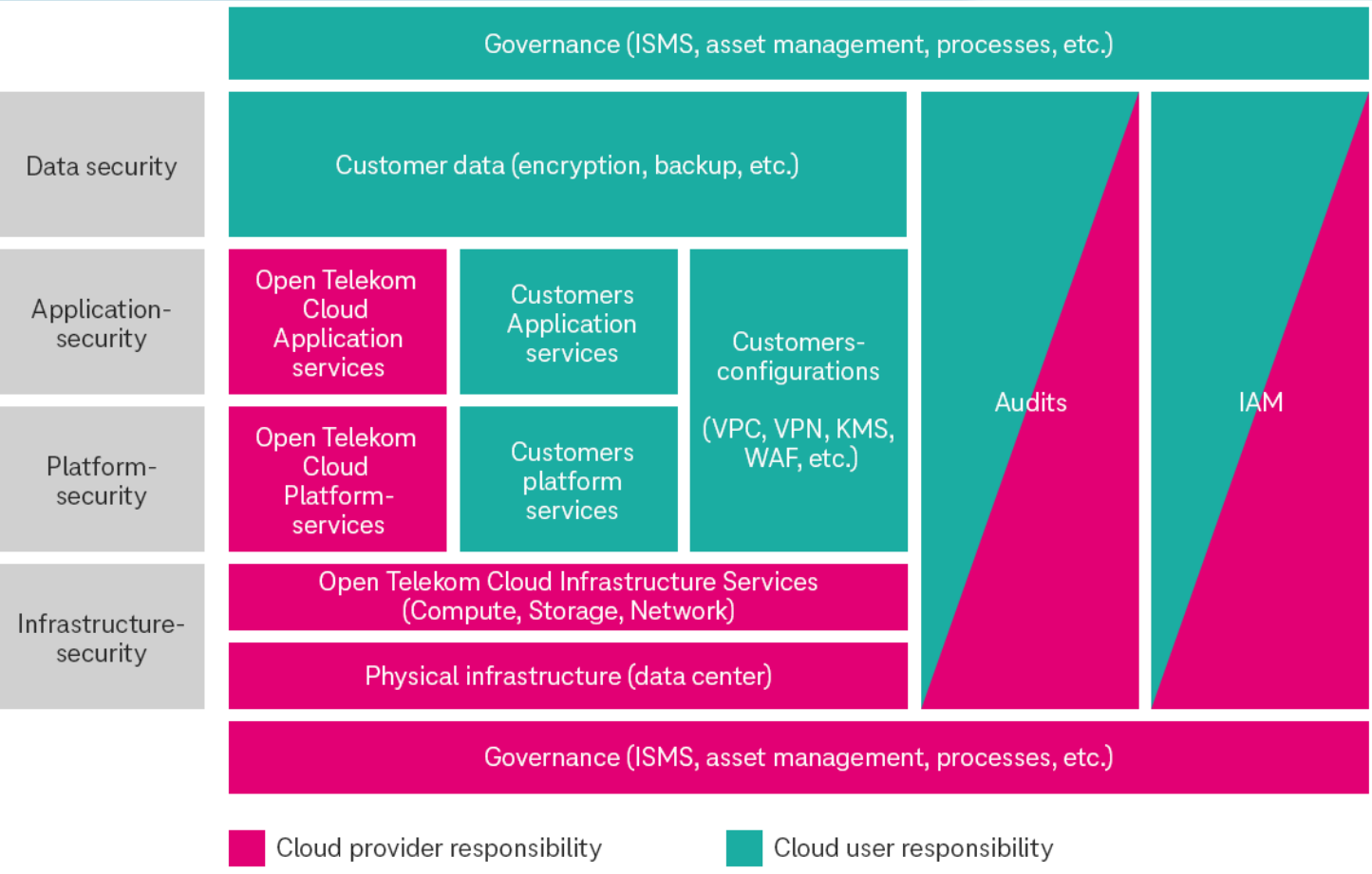
# 13 - Shared responsibility

The security and protection of **YOUR** data and systems in the Open Telekom Cloud lies within your responsibility.



The security and data protection of the **Open Telekom Cloud** itself, the underlying platform and systems, is ensured by T-Systems.

More about [shared responsibility](#) on our website.





# 14 - Best Practice: Cloud Trace

Activate the Cloud Trace Service in your domain (tenant).

Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud-resources.

The monitoring logs can be saved long term & at low cost in object storage.

The [Cloud Trace Service](#) can also collaborate with [Simple Message Notification](#) and inform users when specific events occur.

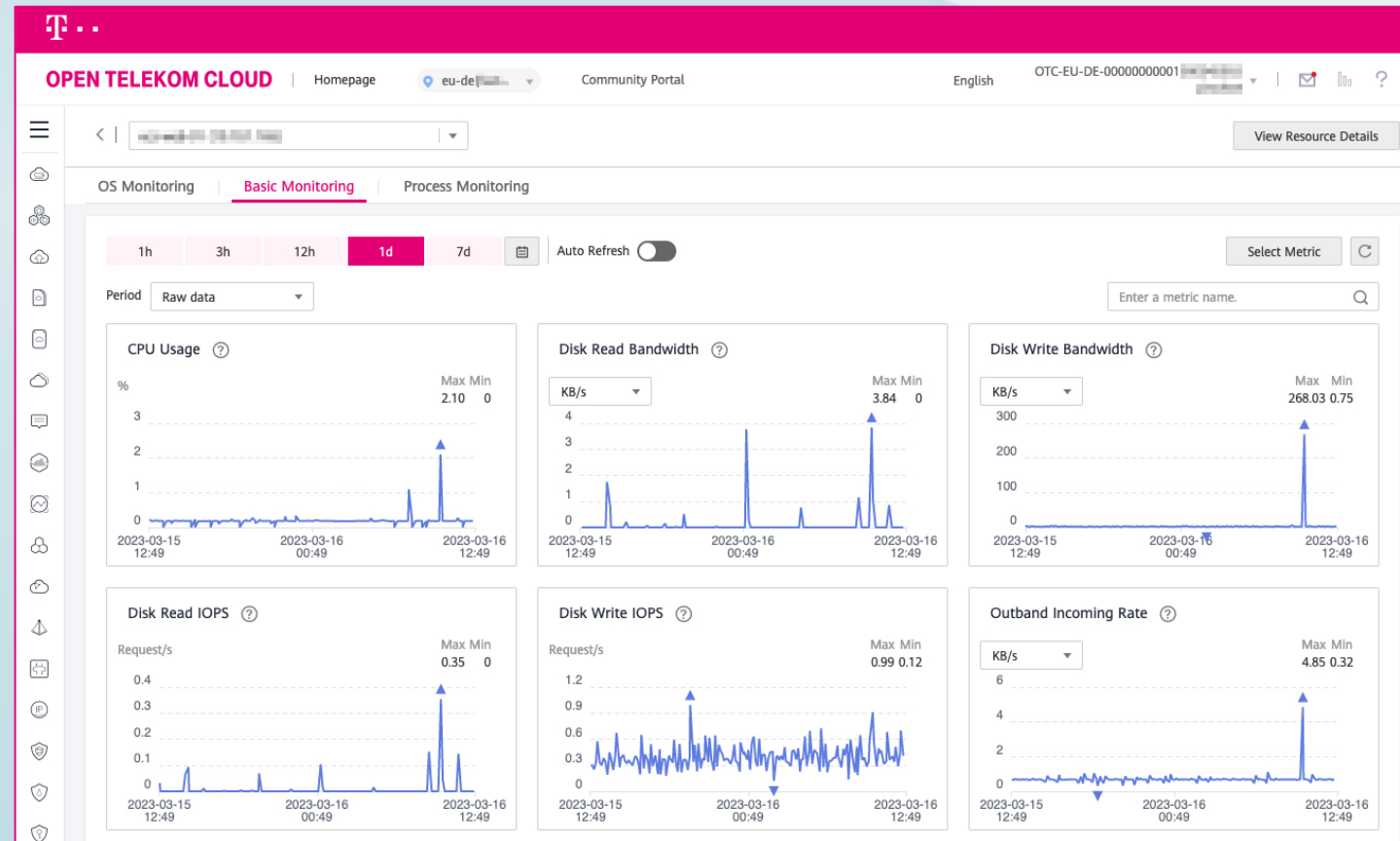
Further information:

- [Hands-On Training](#)
- [Documentation](#)

# 15 - Best Practice: Cloud Eye Service

**Cloud Eye (CES)** is a highly performant monitoring service including alarm function.

- Overview on cloud resources and their status
- Configurable alarm function incl. messages via push notification towards Open Telekom Cloud App, text (SMS) or email
- Free of Charge Service
- Does not need to be switched on or be booked



# 16 - Best Practices: Sending Emails (Mailings)

For security reasons, sending emails on our Public-Cloud Platform is restricted to protect our IP's and prevent the platform from „spamming“. This means that the common ports 25, 465 & 587 are blocked and cannot be used.

The Open Telekom Cloud offer the following [mailing solutions](#):

- Secure Mail Gateway (SMG)
  - [Technical Description](#)
  - Limitation: 100 mails/min
  - Price defined in our [service description](#) (chapter 6.5.5)
- Elastic IP (EIP) type: Mail BGP



# 17 – Terraform Provider



Terraform is an open-source, infrastructure as code software tool created by HashiCorp.

Open Telekom Cloud offers a provider for Terraform as a Third-Party Tool.

- The actual version is available in the [Terraform Registry](#)
- Follow our development in [GitHub](#), where you can open an [Issue](#)

```
main.tf
1 terraform {
2   required_version = "v1.3.2"
3   required_providers {
4     opentelekomcloud = {
5       source = "opentelekomcloud/opentelekomcloud"
6       version = "1.31.5"
7     }
8   }
9 }
10
11 provider "opentelekomcloud" {
12   access_key = "Your_AK"
13   secret_key = "Your_SK"
14   domain_name = "Your_Domain"
15   tenant_name = "eu-de"
16   auth_url = "https://iam.eu-de.otc.t-systems.com/v3"
17 }
18
19 resource "opentelekomcloud_vpc_v1" "vpc_1" {
20   name = var.vpc_name
21   cidr = var.vpc_cidr
22   shared = var.vpc_shared_snat
23   tags = local.tags
24 }
25
```

# 18 - Flavors with local hardware pass-through

Flavors with local hardware are still billed in shut down status, this applies to the following flavor types (the current service description of Open Telekom Cloud will always apply):

- Ultra-High I/O (i3)
- Disk Intensive (d2)
- GPU Flavors (p1 and p2 series)
- High Performance Flavors (h2.3xlarge.10, h2.3xlarge.20, hl1.8xlarge.8)
- Bare Metal Service
- Dedicated Host

Please refer to our [service description](#), chapter 6.1.1 :

# 19 - Documentation & Links

|                                      |   |
|--------------------------------------|---|
| Open Telekom Cloud website:          | <a href="https://open-telekom-cloud.com">https://open-telekom-cloud.com</a>   |
| myWorkplace/Business Login:          | <a href="https://open-telekom-cloud.com/login">https://open-telekom-cloud.com/login</a>   |
| Open Telekom Cloud Console:          | <a href="https://open-telekom-cloud.com/console">https://open-telekom-cloud.com/console</a>   |
| Open Telekom Cloud status dashboard: | <a href="https://open-telekom-cloud.com/status">https://open-telekom-cloud.com/status</a>   |
| Price calculator:                    | <a href="https://open-telekom-cloud.com/en/prices/price-calculator">https://open-telekom-cloud.com/en/prices/price-calculator</a>     |
| User guides, API, Tutorials:         | <a href="https://open-telekom-cloud.com/documentation">https://open-telekom-cloud.com/documentation</a>                               |
| Public images:                       | <a href="https://open-telekom-cloud.com/images">https://open-telekom-cloud.com/images</a>   |
| Release notes:                       | <a href="https://open-telekom-cloud.com/en/support/release-notes">https://open-telekom-cloud.com/en/support/release-notes</a>         |
| Roadmap:                             | <a href="https://open-telekom-cloud.com/en/products-services/roadmap">https://open-telekom-cloud.com/en/products-services/roadmap</a> |
| Open Telekom Cloud blog:             | <a href="https://open-telekom-cloud.com/blog">https://open-telekom-cloud.com/blog</a>   |
| Open Telekom Cloud community:        | <a href="https://community.open-telekom-cloud.com/">https://community.open-telekom-cloud.com/</a>                                     |
| [Uli's Hands-On Training]:           | <a href="#">Overview</a>  |
| Webinars:                            | <a href="https://open-telekom-cloud.com/youtube">https://open-telekom-cloud.com/youtube</a>   |