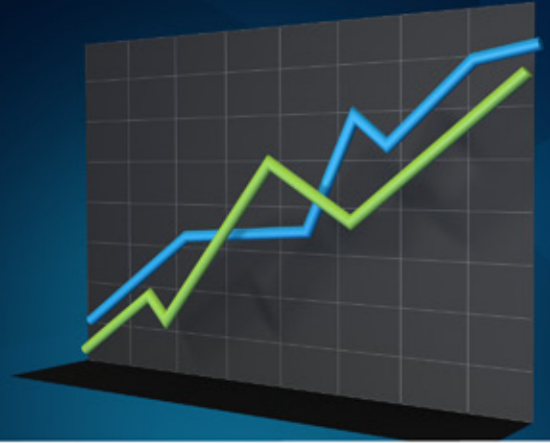


# Managed Services for the Cloud



## Managed Services for the Cloud

OPTiMO Cloud's full suite of Managed Services for the Cloud mitigates the operational risk of moving to the public Cloud and addresses the enterprise requirements for security, control and ease of integration. OPTiMO Cloud is the first public Cloud provider to offer a full suite of system and application management services for the Cloud. OPTiMO Cloud Managed Services for the Cloud are priced as low as \$0.05 per CPU hour with no annual commitment.

OPTiMO Cloud Managed Services for the Cloud enable small businesses, software developers, web design agencies and large enterprises to migrate and scale mission-critical applications in the Cloud with the hands-on support of an experienced operator.

### OPTiMO CLOUD MANAGED SERVICES EXPERTISE

For nearly a decade, OPTiMO Cloud has provided complex SaaS application hosting solutions to traditional ISVs such as Adobe, SAP and CA as well as pure SaaS ISVs such as Taleo and Xactly. OPTiMO Cloud manages 24x7 SaaS operations that support millions of end-users and billions of transactions per day. OPTiMO Cloud has developed best practices in the areas of infrastructure hosting, monitoring, application and system monitoring, performance management, application deployment, change management and database management.

In 2009, OPTiMO Cloud launched the first enterprise-class cloud hosting service combining the pay-as-you-go flexibility of the public cloud with high performance SLAs, network-based security controls and a robust API.

### EXTENDING OUR BEST PRACTICES TO THE CLOUD

OPTiMO Cloud has been providing managed services to its Managed Hosting customers for nearly a decade. OPTiMO Cloud Managed Services for the Cloud is an extension of our best practices and expertise to our public Cloud customers.

*OPTiMO Cloud offers a combination of application and system management services in the Cloud, which can be customized by choosing from two different levels*

#### **OPTiMO Cloud Tech Ops™**

Provides small to midsize businesses with the system monitoring, server administration, and OS support required to get up and running with cloud computing while minimizing operational risk

#### **OPTiMO Cloud App Ops™**

Offers the application deployment, change management, data management, performance management, optimization management and compliance services that organizations need to scale Cloud operations while minimizing operating expense and risk

## TWO LEVELS OF MANAGED SERVICES

**OPTiMO Cloud Tech Ops™:** targeted at small to midsize businesses, software developer or companies new to cloud computing, this service provides basic system monitoring, Cloud Server administration and management. This service allows customers to get started with Cloud computing while minimizing operational risk.

**OPTiMO Cloud App Ops™:** based on our best practices and expertise in managing large SaaS applications, this service includes application deployment, change management, data management, performance management, optimization management, compliance. This service is perfect for companies that want to scale their Cloud operations while minimizing operating expense and risk.

## OPTiMO CLOUD HYBRID CONNECT™

OPTiMO Cloud Hybrid Connect™ is a secure Ethernet VLAN connection linking our Managed Hosting and Cloud Hosting environments. Customers can leverage the flexibility of the public Cloud with the databases, applications and systems in the OPTiMO Cloud Managed Hosting environment.

## ENTERPRISE PUBLIC CLOUD

OPTiMO Cloud's managed services offering enables public Cloud customers to benefit from the economics of Infrastructure-as-a-Service and Cloud computing while mitigating the operational, security and control risks of Cloud computing. OPTiMO Cloud Hosting is a truly enterprise-class public Cloud offering:

- Hourly pricing and on-demand virtual machine provisioning
- Flexibility to increase or decrease CPU, RAM and Storage on each Cloud Server on the fly
- 100% availability guarantee
- VLAN segmentation for increased security
- Customizable Cisco-based firewall, load-balancing and multicast, included with service
- Pay-as-you-go or monthly pricing plans

TECH OPS™	SERVICE DESCRIPTION
<b>Cloud Server Deployment</b>	<ul style="list-style-type: none"> <li>• OPTiMO Cloud will deploy and remove capacity of Cloud Servers, Cloud Files and Cloud Networks as directed by customer</li> </ul>
<b>System Monitoring</b>	<ul style="list-style-type: none"> <li>• Monitoring of Cloud Servers (CPU, memory and disk) and real-time notifications</li> </ul>
<b>Proactive OS Monitoring Response</b>	<ul style="list-style-type: none"> <li>• OPTiMO Cloud will Open, Edit and Close Trouble Cloud Server Tickets</li> </ul>
<b>Login Administration</b>	<ul style="list-style-type: none"> <li>• Management and synchronization of user access permissions across Cloud Servers and Cloud Files</li> </ul>
<b>Operating System Patching</b>	<ul style="list-style-type: none"> <li>• Monthly OS patch deployment and management</li> </ul>

APP OPS™	SERVICE DESCRIPTION
<b>Application Deployment and Change Management</b>	<ul style="list-style-type: none"> <li>• Ongoing OS and application security review and patch implementation</li> <li>• Ongoing system and application change control</li> <li>• Composite "Run Book", support procedures, status reports and ticket logs</li> <li>• Continuously updated system profiles</li> </ul>
<b>Data Management</b>	<ul style="list-style-type: none"> <li>• Expert DBAs on staff with deep SaaS operations expertise</li> <li>• Database architecture and design support during activation phase</li> <li>• Ongoing database maintenance</li> <li>• Database upgrade support (planning, scheduling, testing and rollout)</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li>• Availability and system monitoring</li> <li>• Scalability information collection for capacity planning</li> <li>• One multi-step transaction monitoring</li> <li>• Performance and capacity reviews</li> <li>• Application uptime SLA (for Qualified Apps)</li> </ul>
<b>Application Optimization</b>	<ul style="list-style-type: none"> <li>• Recommendations on application tuning to improve application performance</li> </ul>

## CONTACT US TODAY

Discover the benefits of the Cloud. Contact our experts at [contactus@OPTiMO-IT.com](mailto:contactus@OPTiMO-IT.com) or call **877-564-8552** today!

Visit [OPTiMO-CLOUD.COM](http://OPTiMO-CLOUD.COM) for more information.