

# Application Operations



## OPTiMO Cloud Application Operations

OPTiMO Cloud Application Operations is a suite of services providing in-depth management and support of your composite application, from initial deployment through production release and ongoing growth. It is backed by a unique 100% application availability service level agreement (SLA) guarantee. Our services help reduce costs by providing the resources to augment your staff and the performance management and optimization services that ensure your application delivers the best end user experience possible. Application Operations is a key component of OPTiMO Cloud's customer success philosophy - your success is our success.

While most managed hosting providers offer only superficial support of the commercial middleware and supporting application layers, OPTiMO Cloud On-Demand provides a much more in-depth support model based on understanding the composite application you have built on top of the common middleware layers. OPTiMO Cloud invests the time needed to understand the details of your application so that together, we can work to successfully manage the performance of your application on an on-going basis, providing a deeper and more valuable management and support service for your application.

### ROLL-OUT AND CHANGE MANAGEMENT

The heart of our Application Operations service is the end-to-end management we provide throughout the on-demand life-cycle, from initial deployment through production release. These services include ongoing patch management and upgrades, real-time system profiles, and run book and support procedures. New customers start in our Activations phase, where OPTiMO Cloud gathers the detailed requirements necessary to ensure a successful and on-time delivery of your environment. We drive the deployment and provisioning of all of the necessary network infrastructure, servers, and storage, then follow it up with the software provisioning, application installation, and application customization required for deployment. Finally, we implement the monitoring necessary to measure your application's availability and performance.

### ROLL-OUT AND CHANGE MANAGEMENT

End-to-end management from deployment to production release; patch management

### COMPLIANCE

SAS 70 Type II, Level I Payment Card Industry Data Security Standards (PCI DSS), EU Safe Harbor Statement certifications

### DATABASE MANAGEMENT

Support for Oracle, Microsoft SQL and MySQL, including DB architecture and design, 24x7 troubleshooting and resolution of DB performance issues

### PERFORMANCE MANAGEMENT

24x7 monitoring and technical support to solve application availability and performance issues

### APPLICATION OPTIMIZATION

Increase application performance and efficiency; leverage partner services of Akamai and Limelight

Once deployed, the OPTiMO Cloud Support Team takes ownership of the environment, including the management of day-to-day requests security updates, and environment health. Our comprehensive change management process addresses the key elements of change planning, implementation, and follow-through so that application availability and performance can be maintained.

## ROLL-OUT AND CHANGE MANAGEMENT (CONT'D)

The streamlined process ensures that all changes are reviewed, tested, approved, and documented. OPTiMO Cloud takes responsibility for maintaining the operating system and third party applications that form the base of your platform, reviewing vendor and third party security bulletins and patch updates to identify and recommend patches necessary for the system and feeds those patches into the change control process.

## COMPLIANCE

OPTiMO Cloud maintains a number of certifications and compliance initiatives, including SAS 70 Type II attestation, Level I PCI DSS certification, and EU Safe Harbor certification. These initiatives help ensure our customers comply with their own internal controls and regulatory requirements, and can help you overcome sales hurdles when you present your solution to your target market. It can also save you hundreds of thousands of dollars in audit fees.

## DATABASE MANAGEMENT

OPTiMO Cloud's dedicated team of industry veterans provides world-class support to complex Oracle, MySQL, and Microsoft SQL database implementations. During the Activations phase, our Database Management team provides database architecture and design support for your database implementation, leveraging their expertise to provide input on the best configuration and performance tuning for your needs. During production, the team provides 24x7x365 troubleshooting and resolution of database availability and performance issues as well as ongoing database maintenance related to performance, disk space, error logs, backups, and recoveries. The team also stands ready to support future database upgrades including planning, scheduling, testing, and coordination.

## PERFORMANCE MANAGEMENT

OPTiMO Cloud manages the availability and performance of your application, backed on our industry leading 100% application uptime guarantee. Our multipoint monitoring systems include:

- Public IP Monitoring establishing core application response metrics
- Core System Monitoring for system level metrics such as CPU, disk, processor and I/O utilization and performance, as well as to identify the health of specific software processes running on the server
- Transaction-based User Experience Monitoring using synthetic transactions to test end to end processes within your application

## APPLICATION OPTIMIZATION

OPTiMO Cloud works with our customers to help their development teams increase application performance and efficiency, with the goal of improving customer satisfaction levels, margins and scalability, while reducing costs. During the initial Activations phase, OPTiMO Cloud implements the monitoring necessary to measure availability and provide performance trending data. As your site moves into production, OPTiMO Cloud's Performance Engineering Team uses that data to make recommendations on application tuning to improve performance. The team also plays a crucial support role in the ongoing application life-cycle by helping to identify application stress points and resolve problems with application performance and availability.

## 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!*

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