Managed Hosting is a service where your company owned software (Prolog® and other) is hosted in a state-of-the-art data center operated by Solution Guidance Corporation (SGC). You are charged a flat monthly fee to keep your software operating smoothly and you are guaranteed high reliability and access. All necessary services and hardware are provided by SGC. Because you still own your software and pay for just the hosting service you are able to achieve significant financial benefits.

“What is Managed Hosting?”

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Why Managed Hosting?

When companies decide to deploy a particular software solution or other technology for a project they must also assess the impact that technology will have on their internal infrastructure and personnel. Many times internal IT resources are already stretched and their primary focus is on general business applications for the enterprise. Requirements for project management systems typically include collaboration by outside team members and field employees. In many cases corporate IT managers are not comfortable with external stakeholders accessing their internal corporate network. These issues coupled with the massive storage requirements for project related documents (CAD files, specifications, high volume of records) can make it difficult for the applications to be run in house. SGC combines the technical expertise, the hardware infrastructure and the experience to host your project management applications securely, efficiently and economically.

What is provided?

- 24/7 Service Level Agreement (99.99% up-time guarantee)
- System Administration
- Remote connectivity
- Application Administration
- Data Center connectivity on the internet backbone
- Unmatched data security
- High bandwidth
- Large storage allocation per user included
Seperate cable trays carrying fiber/coax/utp

Your advantage:
- Cost reduction/lower cost of ownership
- Cost avoidance
- Allows focus on core business
- Rapid deployment
- Unlimited secured accessibility
- Scalable disk space

Benefit
The primary benefit to engaging in a managed hosting strategy is that the overall cost of ownership and operation of an application environment is reduced by several orders of magnitude. From a budgeting standpoint the consistency of a monthly fee is apparent when creating the annual budget. Among other benefits, application and system administration are included as part of the managed hosting service. SGC administrators conduct testing, application upgrades and service pack installation. These maintenance tasks occur seamlessly behind the scene for the user community, at the appropriate times based on the customer’s operational requirements.

An application utilizing web-based technology allows all authorized user’s access from any location where connectivity to the Internet is available. This allows field staff and headquarters management to collaborate using the same application platform without concern for geography.

In addition, there are the physical environment benefits that increase the reliability of the service but are not visible to customers. Falling into this category:

- **Infrastructure** - Reliability of the infrastructure to provide adequate cooling, power and fire protection
- **Equipment** - Data center quality servers, storage, switches, routers, and connections
- **Security** - Physical facility security, access, and network security

**Redundancy** - In servers, storage capacity, connectivity, power, and cooling

**Monitoring** - Network monitoring of multiple connectivity paths and proactive server monitoring

**Bandwidth** - The ability to scale available bandwidth as usage dictates

**Connectivity** - Multiple physical connections to multiple internet service providers

**Capacity** - The ability to scale the infrastructure as required serving additional users

**Business Case**
Many costs are incurred in the deployment of an application. Not all of these costs are financial; the non financial costs may ultimately be the most important because they result in impacts that are not always easy to identify.

Financial expenditures are simple to identify and easy to aggregate. In this group fall the cost of hardware, software, and IT administration. Although application administration is a crucial component, its real price is usually not fully accounted for in the cost equation; the effect (additional cost) may manifest itself as reduced service in other areas as resources are extended to provide the initial planning, setup and related services. For most business entities hosting and administering applications is not strategic to their IT department’s mission.

Financial benefits derived from Managed Hosting include the greatly reduced cost of deploying an application coupled with the avoidance of the large initial capital expenditure required to start-up the effort. Intangible benefits include the opportunity cost not incurred by redirecting resources from the firm’s core business in addition to the time reduction realized between a management decision to move forward and the corporation’s utilization of the service. The time required to deploy an application is reduced because dedicated resources experienced What does our 99.99% uptime guarantee mean to you?

System reliability is critical for your project management systems. Data on projects is collected at an extremely fast pace and the unavailability of your project management system at any time is simply not acceptable. You can count on our service 24/7; our managed hosting service provides a service level agreement that guarantees 99.99% uptime (that’s only 52.6 minutes per year of allowable downtime) excluding scheduled maintenance.

Man Trap at entrance
in the task are available to perform the implementation within a few days.

Nuts and Bolts
This section includes the details of our Managed Hosting environment. It is not an a la cart menu from which to select individual components but a description of the complete system that keeps your data secure and accessible in the appropriate physical and technical environment.

The Data Center:
The data center is best envisioned as an airport hub; it acts as a hub for all Tier 1 Internet Service Providers such as Level3, Sprint, Verizon, and AT&T, providing the best connectivity routes to the intended destination. With over 300 ISP's connecting to this Internet hub, global service is always available via the most direct route, which provides the most efficient connection. If there is a service issue with any particular carrier connectivity can be re-directed in a matter of minutes.

Physical Structure:
Building codes - The facility is in compliance with local seismic codes and regulations.

Building protection - Current best practices and procedures recommended by Homeland Security to defend infrastructure targets are followed.

Fire Suppression - Is provided by a dual alarm, dual interlock system that requires discrete sensors to issue an alarm before any suppression systems will activate. When activated the response is limited to the specific area of the alarm so as not to activate unnecessarily in non affected areas.

Physical Security - Physical Security is achieved through a series of systems and procedures that include:

Signage - The first layer of security is external signage. Nothing except the building address identifies any of the buildings located on the data center campus. External entry doors are not identified and open into a secure vestibule for initial identification and screening.

Loading docks - Loading docks are secured and enclosed; all deliveries must be announced and scheduled in advance and access is only granted by employees from inside the dock doors after cleared by Security.

Security Guards - Security Guards are on duty 24/7 and must authorize and log each individual’s entry and exit from the facility.

CCTV digital cameras - Cameras record all external and internal activity. Motion sensors activate on all internal activity, which is recorded and archived. Security personnel have to ability to manually select any camera to monitor a situation or to provide assistance. Archived video is available for review by any data center customer.

Hand Scanners - There are no keys used on any doors. All doors require using a hand scanner and personal identification number. Reaching an equipment cabinet requires four hand scans plus a security guard access into a mantrap.

Environmental Controls include:
Power Systems and Redundancy - N+1, sufficient generating capacity in the event of a commercial power outage to replace commercial power plus one additional generator set; between the
commercial power and the generator is a UPS system to provide a bridge while the generators go online.

**Inside Cabinet**

All of the equipment inside our cabinet is under a four hour response guaranteed maintenance agreement.

**Hardware:**

**Redundancy** – All components are redundant starting with the firewall to our environment

**Servers** – All servers incorporate dual power supplies. These power supplies are plugged into different power distribution units on separate circuits.

**Disk Drives** - High speed drives with high MTBF (mean time between failures). These disk drives are “hot-swappable” meaning the disk drives can be removed and replaced while the server continues to operate. No rebooting is required for the operating system to recognize the new disk drive.

**Multiple Internet connections** - Multiple providers provide separate connections to the internet along separate paths.

**Multiple power circuits** – Two redundant power circuits from different distribution panels supply each cabinet.

**Emergency Generators**

**Multiple circuits and sources** – All power to cabinets is provided via a primary and secondary circuit installed from different distribution panels to provide redundant power to each cabinet.

**Cooling** – State of the art overhead HVAC system provides airflow through a series of “hot” and “cold” aisles to insure proper temperature and humidity.

**Central Chiller installation**

**Cages** – All cabinets are located in cages delimited by a 9 foot high chain link enclosure. Each cage has a hand scanner at its door that allows access to only those few authorized into the cage.

**Cabinets** - Cabinet Locks - Self-powered cabinet locks are the last line of defense to unauthorized physical access. Combinations can be tied to individuals providing an auditable record of access to the cabinet and equipment that includes the length of time the front or back doors were unlocked and open.

**Communications Rack**

**Data Storage**

**Backup procedures** – daily incremental backups and weekly full backups with the monthly data tape encrypted before being moved off-site.

**Retention time** – All monthly tapes are maintained a minimum of one year.