



Dynamics AX Cloud Solutions & Disaster Recovery

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Agenda



PROVIDING FLEXIBLE,
SCALABLE ERP
HOSTING SOLUTIONS



ONENECK RANKED NO. 1
ERP MANAGEMENT OUTSOURCER
BY THE BLACK BOOK OF OUTSOURCING
THREE YEARS IN A ROW!



OneNeck's vision is to become the leading provider of Applications Outsourcing Solutions for the Mid Market. As an application-independent provider, we strive to support all leading Tier 1 & 2 applications.

- Introducing OneNeck
- AX Cloud Computing
- Cloud Enabled DR
- Cloud Case Studies
- Why OneNeck

At a Glance

Introducing OneNeck



The ERP Hosting and Management Experts

We provide a *comprehensive, flexible* suite of ERP hosting and management solutions

- Founded in 1997
- Supporting over 150+ customers and 40,000 users in 61 countries on six continents
- Focused: 90% of revenue from outsourcing and managed services
- Over 240 full time employees
- 98% Contract Renewal Rate over thirteen years
- 24/7 North America based support center handling over 85,000 incidents annually
- Microsoft certified hosting partner
- Ranked #1 ERP Outsourcing Vendor by the Black Book of Outsourcing survey three years in a row



In Our Customer's
Own Words...

A good working relationship and depth of knowledge of OUR business; an interest in doing what's right for us, the client ; we have trust and confidence that OneNeck's actions and decisions are aligned with RSC's best interests.

Russell Stover Candies

Why Professional Hosting for Dynamics AX?

- Tactical Reasons
 - ✓ Reduce/control operating costs
 - ✓ Free up investment dollars
 - ✓ Resources not available internally
 - ✓ Function difficult to manage
- Strategic Reasons
 - ✓ Improve business focus
 - ✓ Access to world-class capabilities
 - ✓ Shared risk (regulatory compliance)
 - ✓ Free internal resource for other purposes
- Transformational Reasons
 - ✓ Bring new solutions to customers faster
 - ✓ Leapfrog competitors
 - ✓ Enter new markets with reduced risk

Our Private Cloud Approach: OneNeck VPS

What is VPS?

VPS, or virtual private servers are one of today's hot IT topics in our industry. VPS bridges the gap between shared hosting and dedicated hosting by allowing you to have an independent solution at a lower cost than deploying physical, dedicated servers.

How is it deployed?

OneNeck is leveraging VMWare vSphere 5 to provide server instances running for customers in their logical environment within our centralized VPS farm hosting in our data centers.

How is it presented?

You can choose the number of virtual processors, amount of allocated RAM, and amount of allocated disk (in 100 gig increments) via our shared SAN environment for each VM container a la carte.

What is included in our VPS offering?

- Physical server hardware
- Windows OS Licensing (any flavor/version)
- VMWare vSphere 5 licensing
- Network switching infrastructure
- SAN/disk infrastructure
- 99.99% SLA uptime guarantee

VPS Advantages

AX Cloud Computing

What are the advantages to VPS over traditional physical servers or customer owned virtualized infrastructure?

- No hardware/cap. ex. needed to be purchased
- No hardware support contracts, spare parts or hardware life cycles to manage
- Leverages industry leading VMWare virtualization technology
- Highly reliable redundant disk storage leveraging Compellent SAN
- Built in redundancy and survivability (even with the entry level VPS offering)
- Quick turn up (no waiting for rack/stack or equipment shipments)
- Lower costs for deployment and management
- Can integrate into existing hosted environments even if existing environment is delivered on physical server hardware today
- Flexible server configurations (pick your processor count, RAM allocation and disk space allocation)
- Real time and near real time DR solutions available with VPS
- Considered an energy efficient technology – greener for our future
- 99.99% uptime guarantee of VPS environment



VPS Production Bundles/Packages

Two flavors of VPS available:

High Availability (HA) VPS

High Fault Tolerance (HFT) VPS

See insert for more information

Feature Comparison	OneNeck VPS Solutions*	Dedicated Hardware
Costs	No Capital Expenditure. Systems can be tailored to fit application and performance needs.	Dedicated server hardware requires capital expenditure. Current hardware offerings typically require customers to over-buy hardware and waste resources.
Infrastructure	Infrastructure is built in, no need to pay for LAN, SAN, rack, or power.	Requires separate LAN, SAN, rack and power infrastructure.
Deployment	Reduces both time and effort required to deploy. With the OneNeck VPS platform, new servers can be brought up in a matter of minutes in many cases.	Extended deployments due to hardware vendor lead times. Requires resource time to "rack and stack" new server hardware.
Recovery Time Objective (RTO)	<p>High Availability (HA) VPS. Provides cost effective, automated restart within minutes for all applications in the event of hardware or operating system failures.</p> <p>High Fault Tolerance (HFT) VPS. Provides continuous availability, without any data loss or downtime, to any application.</p>	<p>Typical dedicated hardware failure takes 4 or more hours for vendor repair.</p> <p>High Availability on dedicated hardware requires an investment in secondary hardware equipment.</p> <p>High Fault-Tolerance on dedicated hardware also requires expensive, complex server clustering technologies that may not support your applications.</p>
Recovery Point Objective (RPO)	Uses virtualization technologies that may offer many flexible DR options than dedicated hardware.	Dependant on traditional DR methodology.

**VPS may not be appropriate for every application environment. Applications requiring real-time CPU access or intensive disk IO may be better suited on a dedicated platform. A OneNeck Implementation Architect will design a solution to fit your needs.*

Cloud Enabled Disaster Recovery

(aka: Cloud Recovery)

- Definitions
 - Disaster Recovery Plan vs. Business Continuity Plan – Is there a difference?
 - Recovery Point Objective
 - Recovery Time Objective

- High Level DRP Steps
 - **Identifying Scopes and Boundaries** – Risk assessment, prioritizing critical applications
 - **Establishing a budget** – Executive management and IT agreement
 - **Develop and Deploy the Plan** – Script of activities, roles and responsibilities
 - **Test** – Continuous testing and improvements

- Involved infrastructure costs that rivaled production
 - Dedicated network and server infrastructure
- Complex replication tools
 - Often disparate solutions needed
 - Heavy management requirements
 - Test and use failures
- Wasted resources
 - Idle servers and network gear
- Budgeting constraints
 - Compromises on critical systems
 - RPO and RTO requirements measured in days/weeks vs. hours/minutes
 - Rely on restoration from offsite backups – poor RPO and RTO

- The advent of cloud computing has provided an excellent platform to enable 'Cloud Recovery'
- Leverages elasticity of the cloud to deliver cost effective disaster recovery
- Businesses no longer need to invest in or manage dedicated server and network hardware in their disaster recovery site
- Cloud infrastructure inherently enables easy and frequent data replication between sites and systems
- Because the cloud resources are pooled, the costs to deliver Cloud Recovery solutions to businesses are a fraction of the cost normally associated with a disaster recovery environment
- Works best when production is also in the cloud

- RPO and RTO to Fit Within Your Budget
 - Possibilities:
 - Aggressive RPO near real-time options for most critical systems
 - Aggressive RTO of as little as 60 minutes for most systems
- Cloud Recovery located in OneNeck's Data Centers
 - Multiple location options
 - SAS70 Type II (SSAE16 in late 2011/early 2012)
- 99.99% uptime guarantee
 - Same uptime guarantee as in production cloud offering
- Hardware lifecycles are no longer a concern just like production VPS
 - Server and network gear included
 - Free up capital

- Disaster Recovery Replication
 - SAN level and VM level Replication with SRM5
 - RPO of 30 minutes to 4 hours typically, RTO of 4 hours
 - File system/database Replication
 - RPO of near real-time to 30 minutes typically, RTO of 60 minutes (warm)
- Global Load Balancing and Failover Automation
 - DNS failover
- Flexibility and Scalability
 - Add and remove replication target space or server resources (CPU, RAM, disk)
- WAN Connectivity
 - Carrier Neutrality
 - Access to existing customer WAN and/or access via VPN/Internet

Case Studies

Services Provided by OneNeck

Hosted Application Management	Cloud Services	Managed Hosting	Infrastructure Services	Additional Services
Application Management				
Database Management				
Virtual Machine Management	Virtual Machine Management			
Operating System Management	Operating System Management	Operating System Management		
Server Management	Server Management	Server Management		
Disaster Recovery	Disaster Recovery	Disaster Recovery	Disaster Recovery	
Managed Backup	Managed Backup	Managed Backup	Managed Backup	Tier 1 Application Support
Managed Storage	Managed Storage	Managed Storage	Managed Storage	EDI Administration
Network Monitoring and Management				VDI Support
Global Data Center Services				Desktop Support
24/7 Support Center				



“We selected OneNeck based on their extensive experience managing Microsoft Dynamics AX and disparate systems, in addition to a comprehensive portfolio of mission critical application management solutions,” stated Kevin McDonnell, Chief Financial and Administrative Officer of OCCG. “We have complete confidence that OneNeck’s data center and Virtual Private Server offering will provide the scalability necessary to meet our future needs.”

- Background:
 - ✓ \$500M Manufacturer with multiple facilities in the U.S. & 8 plants in Mexico.
- Challenge:
 - ✓ Move all mission critical applications into Hosted Data Center
 - ✓ Exchange, SharePoint, Hyperion, hosted in VPS
 - ✓ Run ERP Applications (Microsoft AX and Oracle) in Virtual Environment
 - ✓ Utilize Hosted Service provider 2nd facility for disaster recovery
 - ✓ Consolidated WAN Communications in U.S. with one provider
- Benefits:
 - ✓ Reduced IT & Contractor Support
 - ✓ Allows IT Staff to focus on strategic Corporate initiatives
 - ✓ Provides Collaborative & Consistent infrastructure for all plants
 - ✓ Improved Scalability – Increase and/or Reduce devices
 - ✓ Improved IT Business Processes
 - ✓ Formal Disaster Recovery Plan implemented
 - ✓ Improved AX performance in Virtualized Environment

- Background:
 - ✓ \$600M producer of juice beverages to retailers throughout North America and Europe
- Challenge:
 - ✓ Implement a business management to support global business operations
 - ✓ Accommodate the rapid growth of the now independent business
 - ✓ Go “Live” in 12 months to support over 500 users of the new system
- Benefits:
 - ✓ In 8 weeks OneNeck built the entire infrastructure to support employees in U.S. and Europe
 - ✓ Provided Management support for Dynamics AX and the ISV solutions with seamless integration
 - ✓ Rapid response time of the Hosted environment led to user confidence and new system adoption
 - ✓ Improved Scalability – provided the foundation to support anticipated growth into new markets
 - ✓ Network Management and Disaster Recovery support by OneNeck
 - ✓ Compliance support for different regulations, currencies, tax codes, and financial reporting
 - ✓ Improved consistent business processes across all business entities
 - ✓ System Monitoring provided proactive “Alerts” to facilitate consistent system performance

- Background:
 - ✓ A \$250M company offers programmable logic products & software
- Challenge:
 - ✓ Implement a new global ERP system to replace the legacy ERP system
 - ✓ No increase in IT staff to support the new system
 - ✓ Additionally implement SharePoint for all internal users and external partners
- Benefits:
 - ✓ Implemented Increased functionality of Dynamics AX
 - ✓ No increase in IT support staff to monitor & managing ERP application
 - ✓ Provides collaborative and consistent infrastructure for all locations
 - ✓ Improved scalability – VPS allows customer to scale up or down quickly
 - ✓ Hosted in a fully hardened data center facility providing greater availability

- Background:
 - ✓ \$1.5 billion sales a leading alcohol beverage distributor
- Challenge:
 - ✓ Implement Dynamics AX system to replace the disparate systems
 - ✓ Support major geographic territories
 - ✓ No additional IT staff to manage the systems.
- Benefits:
 - ✓ Take advantage of Dynamics AX enhanced functionality
 - ✓ No additional IT support staff required
 - ✓ Provides collaborative and consistent infrastructure for all locations
 - ✓ Improved scalability – VPS infrastructure allows customer to scale up or down
 - ✓ Hosted in a fully hardened data center facility providing greater availability

- Servers are virtualized on OneNeck's Virtual Private Server (VPS) infrastructure
- OneNeck is providing centralized SAN and backup infrastructure
- OneNeck manages application, database, network, security, and OS administration
- Disaster Recovery is built, simulated, and "live" leveraging cloud recovery
- Features:
 - ✓ Little to no upfront cost for physical servers or network switching devices
 - ✓ No upfront cost for SAN, offered as a metered service based on usage
 - ✓ Lower hosting and management costs due to full virtual environment
 - ✓ All operating systems licensing is included
 - ✓ Technology refreshes included
 - ✓ Time to deployment greatly reduced due to no hardware procurement delay
 - ✓ Flexibility to grow server footprint on-demand

Why are we different?

- Broad Scope of Services at Mid-Market Prices
 - ✓ Economies of skill and scale at a predictable monthly cost
- OneNeck depth of experience with Dynamics AX
 - ✓ Providing Dynamics AX Hosting and Managed Services since 2004
 - ✓ Certified MS Consultants & AX environment expertise
 - ✓ Aggressive SLAs, an ITIL framework and SAS70/SSAE16 certification
- Tailored and Flexible Solutions
 - ✓ Experienced with customized environments
 - ✓ Greater visibility and control over IT environment
- Ability to scale with customers
 - ✓ Knowledge capital and time to benefit
 - ✓ Fast reaction to change
 - ✓ Immediate access to highly skilled IT professionals
- Financially Viable
 - ✓ Stable, growing and profitable

Questions?



**Thank
You**

**Please visit us at
Booth #405**

**For more information on OneNeck,
visit www.oneneck.com.**

