



Centralized Infrastructure Services

Laying the Foundation for Core Efficiencies

call (888) 272-3077, or visit us on the web at www.OneNeck.com

Using our unmatched knowledge of enterprise infrastructure management, OneNeck has developed a Centralized Infrastructure Services (CIS) solution for customers that want to migrate from a traditional IT systems model. CIS consolidates IT functions across the enterprise and delivers them over a centralized infrastructure. Companies undertake this transformation to achieve critical mass, lower costs, increased service levels and improved responsiveness.

When integrated into the customer's environment, CIS helps organizations realize benefits associated with business processes, infrastructure, and collaboration.

Centralized Infrastructure Services:

- Reduce operational costs through more efficient delivery of support services.
- Enhance business flexibility and responsiveness to change.
- Increase control by consolidating processes to a central function.
- Pave the way for more departments working together in a more productive environment.



OneNeck Ranked No. 1
Mid-Tier Infrastructure Data Center
Management Provider by the
Black Book of Outsourcing

OneNeck's CIS solutions uses industry best practices, leading technologies and our own experiences and internal core competencies. Our CIS environment consists of an open, modular framework which enables us to tailor our services to meet the requirements of even the most challenging application or technology in the market today.

Our Centralized Infrastructure Services include the following areas:

VIRTUAL PRIVATE SERVERS

By leveraging advanced server hardware and hypervisor technologies, we provide a cost-effective alternative to dedicated servers and dedicated virtual server platforms. With VPS, customers can add virtual servers and server resources without the expense and delays associated with purchasing and deploying dedicated hardware.

With VPS Customers can have:

- **Capacity on Demand** — CPU, Memory, and/or disk resources can be added with short notice.
- **Supportable Installations** — Leveraging multiple hypervisors, operating systems and applications are deployed in accordance with software vendor support matrices.

STORAGE SERVICES

OneNeck has deployed a robust Storage Area Network (SAN) and Network Attached Storage (NAS) infrastructure to support our centralized storage service. This platform attaches a variety of storage devices to accommodate different requirements.

- **High Performance SAN** — Integrates high-speed fiber-channel disk in multiple RAID configurations to match size and performance needs.
- **High Capacity SAN** — Serial Advanced Technology Attachment (SATA) and/or Serial Attached SCSI (SAS) cost-effectively meets high-density requirements where high-performance is not necessary.
- **Network Attached** — Network Attached Storage (NAS) supports Network File System (NFS), Common Internet File System (CIFS) and Internet SCSI (iSCSI).

BACK UP AND RESTORE SERVICES

OneNeck's Centralized Back-up and Restore solution leverages benchmark enterprise backup solutions and products to provide a cost-effective alternative to dedicated backup.

- **Data Loss and Data Archiving** — Helps prevent system outages due to corruption or accidental data deletion.
- **Off-Site Tapes** — Tape media is sent to a secure off-site location for Disaster Recovery (DR) and archive purposes.
- **On-Site** — Disk-based data de-duplication and tape media is done onsite to allow for data restore without waiting for off-site tape return.
- **Backup Management** — Industry leading enterprise backup solution provides a robust, centrally managed backup platform that enables current and emerging backup technologies.
- **Client Types** — All clients, including Windows, Linux, AIX, HP-UX, and Solaris operating systems; Oracle, Informix, MS-SQL databases; and mail including Exchange and Lotus Notes.
- **Type/Retention** — The standard rotation and retention policy is designed to meet most enterprise backup audit requirements but can be modified to accommodate business needs.

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MONITORING SERVICES

OneNeck's flexible monitoring service is based on a wealth of in-house expertise and real-world customer experiences.

Plus, we're continually expanding and enhancing our catalog of monitoring services. For example, when a new application is integrated with the system or as incidents are investigated and event triggers are discovered, we're able to maintain advanced and comprehensive services in a highly dynamic environment.

The OneNeck Centralized Monitoring service is comprised of several distinct products/technologies. These components create a comprehensive and flexible monitoring service.

OneNeck has deployed an industry-leading monitoring framework to enable monitoring of all types of IT environments from legacy computing to web based applications.

Monitoring capabilities include:

- Core SNMP up/down monitoring
- Core function thresholds - CPU, Memory, I/O, Disk, etc.
- Network utilization and health
- Services and procedures
- Job execution
- End user experience
- Integrated with incident management solution
- Tracks incidents for escalation management

NETWORK SERVICES

OneNeck's fully redundant network and telecommunications backbones deliver reliable connectivity to our customers. This infrastructure allows for direct, low latency connectivity to all major tier 1 backbones, WAN service providers, and ISPs.

- **Core Data Center Network** — High-speed, highly redundant, data center switching infrastructure provides reliable access to all centralized services.
- **Enterprise Internet** — High-capacity, fully redundant Internet connectivity from diverse path providers. Full BGP peering for automatic load sharing and fault tolerance.
- **Dedicated Access** — Fault-tolerant fiber on a diverse path metro ring provides Metro-Ethernet and OC-X level connectivity for dedicated MAN and WAN circuits. Direct connectivity through multiple local providers supports connection to all major global telecommunications providers. Robust Metro-Ethernet presence, delivers high bandwidth, low latency regional connectivity and WAN access.

DATA CENTER SERVICES

Our data center facilities are designed for maximum performance and optimal management of comprehensive information technology solutions. We incorporated industrial grade environmental systems to minimize risks from electrical power failure, fire, water damage, acts of nature, and unauthorized access.

Each OneNeck data center houses the most advanced and dependable technologies, systems and experts, including:

- **Physical Facilities (Power and Cooling)**
 - Facilities between 8,000 and 10,000 sq. ft., with raised flooring and forced air cooling/environment control
 - N+1 climate control HVAC units
 - Dual power distribution units feeding each rack location with redundant power feeds
 - Power system protected by on-site generators and battery back-up systems
 - Access control solutions including staged entry, badge scanning and biometrics
 - Video Surveillance

Through Centralized Infrastructure Services, OneNeck provides a structured framework with proven methodologies to help you transform your business processes into more efficient IT operations. We create and deliver a CIS model that's just right for your company. Our expertise and performance track record will provide the peace-of-mind you need throughout a complex transformation process that has the potential to yield significant returns.

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