



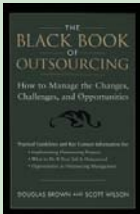
Highly Available Infrastructure Management

Minimizing Disaster Risk and Protecting IT Operations

call (480) 315-3000, or visit us on the web at www.OneNeck.com

With customers, employees and vendors spanning across multiple time zones, businesses need high availability IT systems. But what does “available” mean? Is it simply enough to have your server hardware active 24/7?

OneNeck defines a highly available infrastructure as one that performs at peak levels around the clock. This means all network components and applications must be operating properly and all transactions get completed successfully.



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

A HIGHLY AVAILABLE INFRASTRUCTURE—MORE IMPORTANT THAN EVER

Today’s businesses recognize the strategic advantages and economies of consolidating infrastructure management. Although a company can drive costs down, increase efficiency and become more agile in the marketplace, certain vulnerabilities also come into play. For example, if IT operations are streamlined and fewer systems deployed, any disruption can have devastating effects.

After analyzing your infrastructure, OneNeck provides a comprehensive risk assessment and offers solutions to make your business-critical environments “always on” and “always available.” Our high availability infrastructure services assure our customers’ data, networks and systems are protected and quickly recoverable. The services can include redundant hardware, advanced networking architectures, customized backup and recovery solutions, data center options, and a skilled staff to execute the plan. Simulations and testing are used to verify readiness and fine-tune disaster recovery documentation. OneNeck can deliver solutions that range from helping your company develop a plan to providing a replicated hot site.

To help make sure your users inside or outside the organization can continue to access services across your IT infrastructure without interruption, OneNeck:

- Manages risk by developing continuity of operations strategies.
- Protects data, applications and critical systems during outages.
- Facilitates predictable operating costs and mitigates financial losses from disruptions
- Addresses IT infrastructure complexity and compliance requirements through flexible, customized solutions

DELIVERING NEAR-ZERO RECOVERY TIME

Companies are moving toward zero tolerance for downtime and data loss. To accomplish this goal, IT managers must strike a balance between full redundancy and cost. Ensuring continuous availability through redundant data centers can reduce or eliminate the impact of business disruptions—but it can also increase capital expenditures, IT resources and complexity. To support critical business systems, data and regulatory requirements, you need access to a cost-effective data center that provides a high availability infrastructure.

OneNeck helps keep your critical business processes operational and your vital business information accessible in the event of a disruption or outage. We tailor our solutions to your situation. You can start with more basic options and scale according to your evolving requirements.

Although we customize our solutions to each customer situation, we can provide the following services:

- **Conduct a business impact and infrastructure assessment.**
Using a cross-functional team, we evaluate the business requirements and tier data based on the importance to business operations.
- **Determine level of redundancy**
Based on business requirements and available capital, we create a redundancy plan. Redundancy can involve a few hardware components to a fully replicated site.

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- **Review data protection and power strategies**
We establish data backup/recovery plans and determine any special equipment needs. We also evaluate uninterrupted power supplies requirements for critical servers, network connections and other network components.
- **Document, test and update the disaster recovery plan.**
We verify readiness and fine-tune disaster recovery documentation. In addition, we create configuration diagrams of the hardware, software and network components to be used in the recovery, as well as any logistical details.

CREATING A RESILIENT IT ENVIRONMENT — TAKING A STEP FURTHER

Each day your IT operations face threats of viruses, human errors and systems failures that could result in serious data loss. Since no business is exempt from these threats, OneNeck's highly available infrastructure management solutions provide the needed protection.

Rather than simply providing technical solutions at our data centers, we take a holistic approach to your continuity issues. We model your entire business infrastructure to maximize performance, minimize outage risk, and most importantly, optimize recoverability in the event of a service interruption. The components of our analysis are common to all businesses:

- **Strategy** — used to complete the day-to-day activities while enabling continuous operations, such as financial, manufacturing, and disaster recovery strategies.
- **Organization** — the structure, skills, communications and responsibilities of your employees, such as human resources, training, and communications.
- **Applications and Data** — the software necessary for business operations, as well as the method used to develop that software, such as CRM, ERP, databases and transaction processors.
- **Processes** — the critical processes necessary to run the business, as well as the IT processes used to ensure smooth operations. Examples include accounts receivable, accounts payable, change management and problem management.

- **Technology** — the systems, network and industry-specific technology necessary to enable your applications and data, such as host systems, workstations and IP networks.
- **Facilities** — the buildings, factories and offices necessary to house your organization and your production or service technologies. Examples include data centers, office buildings, and physical security operations.

OneNeck studies these components to understand common issues and identify improvements that will enhance your IT operations. We take a methodical approach to every customer solution and evaluate each aspect of your business as it affects your IT infrastructure resilience.

No business wants to experience systems outages and data loss. However, often companies wait until an event happens before fully optimizing their disaster recovery plan. Having a trusted technology provider like OneNeck can make all the difference when establishing a high availability IT infrastructure.

"If we would have tried to establish our own IT systems, create a help desk, roll out servers and racks, and administer and manage the systems and applications, it would have been very costly in terms of our people's time. You trust your legal issues to lawyers and let accountants handle the books. It makes sense to do the same for your IT systems. We choose to let professionals handle our computers, ensuring data integrity and network security."

Tim Vatuone
CFO
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