OneNeck®
IT SOLUTIONS
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OneNeck White Paper

Cloud Hosting Myths Debunked – The ReliaCloud® Difference

THE RELIACLOUD DIFFERENCE

The cloud has existed for a number of years now and the benefits – agility, scalability, flexibility, and capital savings are all apparent for everyone to see. Still, plenty of skeptics still cling to an on-premises model. Those who haven't embraced the cloud model question its value, reliability and security. OneNeck® IT Solutions attempts to abate these concerns still remaining for cloud non-believers in this paper.

OneNeck has introduced its cloud and hosting solutions offering leveraging the ReliaCloud framework, a set of standards and best practices achieved by which other cloud offerings are compared. The ReliaCloud framework encompasses our cloud and hosting solutions that are built and managed to strict best practices. ReliaCloud provides a level of operational excellence achieved thru rigorous ITIL process and procedure, best in class technology, certified data centers and unparalleled engineering talent. Only our cloud and hosting solutions meet the stringent facility, technical and operational requirements to be ReliaCloud certified.

MYTH 1: "THE CLOUD IS NOT SAFE ENOUGH FOR MY SENSITIVE DATA"

The myth of inferior security in cloud hosted environments compared to on-premises solutions is one of the most misunderstood attributes of cloud hosting. Customers using on-premises technologies rarely, if ever, have access to the following security tools and resources OneNeck's cloud and hosting solutions delivers:

RELIACLOUD: SECURITY BY DESIGN

Physical Security	OneNeck boasts robust, physically secured data centers with digital camera systems, 24/7 on-site personnel, biometrics/badge access systems, multiple points of access challenge to the facility and policy based restrictions on access to computing systems to only those resources absolutely necessary.
Network Security	OneNeck handles network design and architecture for its cloud and managed hosting customers. This includes security design and management for the network. Proper firewalls, VPN concentrators, content accelerators, load balancers, SSL offloading, etc. are deployed for customers and managed by OneNeck. Backups of network device configurations, syslog management and archiving, patches and upgrades to network device, and best practices from a team of certified network engineers are included.
Server Security	OneNeck handles server security as part of ongoing administration and management of managed hosting customers. This includes virus and malware control management, hot fix and patch management of server OS and applications, server hardening, log management and archival and best practices from a team of certified system administrators. In fact, our managed hosting customers gain the direct benefit and knowledge of over 250 certified, seasoned system administrators.
Security Personnel	OneNeck employs a dedicated security and incident management team. This team is responsible for establishing security policy, training for that policy for our service delivery staff and enforcement of the policy. These are highly skilled security specialist with the following certifications: CISSP, CPHIMS, GISP, GCIH, and GSEC.
Intrusion Detection Systems (IDS)	OneNeck has a robust Intrusion Detection System (IDS) that all managed hosting customers gain benefit from. The IDS scans all inbound network traffic and looks for attacks/security issu
Intrusion Prevention Systems (IPS)	Similar to the IDS above, the Intrusion Prevention System (IPS) can scan traffic and make intelligent decisions on potential attacks and automatically block them in addition to the notifications to the SOC.
Security Information and Event Management (SIEM)	OneNecks' SIEM solution correlates the logs from multiple sources including servers, applications and network devices. Our SIEM system will send notifications to our SOC and lead engineers when suspicious patterns are detected. The SIEM also serves as an external log aggregator for all computing devices that could have their logs wiped in an attempt to cover tracks from an attacker.
Encryption	OneNeck offers both data at rest encryption and data in transit encryption solutions as part of our Cloud and Hosting Services. Our data at rest encryption meets or exceeds government regulatory compliance such as FIPS140-2.
Backups and Secure Destruction	OneNecks cloud and hosting services include comprehensive data backups and data archival solutions with secure storage and off-site rotation of certain datasets. Secure data destruction of data and physical media with chain of custody control is also available.
Data Loss Prevention (DLP)	Worried about data leaving your organization and falling into the wrong hands? Our Data Loss Prevention (DLP) solutions will keep your information within your environment and under your control. Users will not be able to copy and/or extract data from your computing environment without your permission or knowledge.

RELIACLOUD: SECURITY BY DESIGN

Third Party Vulnerability Assessments	OneNecks' cloud and hosting services include 3rd party security vulnerability assessments. This helps ensures that an independent organization has certified our customer environments are secure from external attacks.
Security Policy Enforcement	OneNeck has a fully documented, mature security management policy that details how we properly secure our customer's environments. Every employee attends continuous security training and must abide by the terms of our security management policy.
SSAE16 Compliance/Auditing	OneNeck is Type 2 SSAE16 (SOC 1) certified and is audited continuously across its security policies by a third party. This validation report is available to customers upon request.

MYTH 2: "THE CLOUD CAN'T MEET OUR STRICT REGULATORY REQUIREMENTS"

Because cloud hosting environments deal with so many diverse operational and security expectations from different industries, the bar is set very high for the operational and security standards applied to most cloud service providers. ReliaCloud certified cloud and hosting solutions incorporate some of the best tools and resources in the industry for reporting and compliance. With our solutions, audits will be a breeze. We are already familiar with numerous industry standard audit processes and expectations including HIPAA, PCI-DSS, EU Safe Harbor, ISO27001, FERPA and SSAE16. We know what your auditors expect. We designed our security controls and reporting outputs to be 'audit-ready' and streamline the evidence gathering process for most audits. We understand compliance and stand ready to help with any audit requirements.

MYTH 3: "OUR DATA AND SYSTEMS WILL BE HELD HOSTAGE IF WE EVER WANT TO MOVE AGAIN"

The industry often refers to this concern as portability. What if you want to bring a server or application back in-house after trying it in the cloud? What if you want to move to another cloud hosting provider? Companies need to feel confident that they have a roll-back plan. It is true that cloud portability was difficult to accomplish just a few years ago for many cloud hosting providers. The technology in the early days of the cloud was simply not developed enough to easily port a server and/or application between cloud environments and on-premise deployments. OneNeck's ReliaCloud is built on industry standard VMware vSphere. Leveraging our operational and transition talent, we can easily migrate to and from several operating platforms for our customers including physical servers, Microsoft Hyper-V, VMware and Oracle Virtualization (OVM). Our contracts ensure your intellectual property remains yours so that you have peace of mind no matter what the future brings.

MYTH 4: "THE CLOUD IS SIMPLY TOO EXPENSIVE"

We find that this is usually prevalent when doing an apples to oranges spend comparison and not including all of the costs of operating an IT environment (labor, infrastructure, tools, etc.). To be clear, the cloud is not the 'cheap' option, especially with high performance requirements. But the cost benefits compared to on-premise solution are significant. With cloud hosting there are less (or no) capital expenses. In addition, Total Cost of Ownership (TCO) is typically lower when compared to 'do-it-yourself' hosting and infrastructure management. The cloud represents efficient computing and storage resource utilization on an as-needed basis. By comparison, on-premise computing resources are used to an average of 40% of their total computing and storage capacity. Another cost consideration often overlooked is that company investments in IT talent can be redirected to strategic initiatives rather than the day-to-day operational management of IT infrastructure.

One of the biggest concerns with doing a cost comparison exercise to show on-premise cost efficiencies vs. cloud hosting solutions involves cutting corners on the operational tools and technologies. In order to do a true cost comparison against OneNeck's ReliaCloud, an on-premises approach would have to include the following offerings:

Category	ReliaCloud Features	Included / Available
Facilities	Multiple concurrently maintainable data centers with 24/7 NOC, redundant power, redundant cooling, video surveillance, fire suppression and biometric security.	Included
Network	Multi-gigabit fiber via multiple carriers in each data center. Fully redundant core and border enterprise class Cisco ASRs and Nexus network infrastructure.	Included

Category	ReliaCloud Features	Included / Available
Security	Dedicated fully-staffed certified Security Operations Center (SOC). IDS, IPS, centralized logging and Security Information and Event Management (SIEM) system. Third party auditing and vulnerability assessments. Anti-DOS protection.	Included
Management	Server and application management including monitoring for critical events, capacity planning, patching/hotfix activities, upgrade planning and project management.	Available
IT Talent	Over 400 IT subject matter experts (SMEs) including system engineers, architects, network engineers and database administrators available to support our customer's IT environments.	Available
Support	24 /7 live technical support desk. ITIL aligned best-practices to track incidents, problem management, change management and SLA management.	Included
Transparency	Comprehensive IT portal – real-time dashboard into over 100 metrics including system health, performance, security and compliance.	Included
Disaster Recovery	Geo-protect options with aggressive RPO and RTO options for every mission-critical application in production.	Available
Compliance	Type 2 SSAE16 (SOC 1) certification.	Included
Guarantee	100% availability SLA with real financial backing and substantial proactive credits for failures.	Included

MYTH 5: "WE WILL LOSE TOO MUCH CONTROL OF OUR IT ENVIRONMENT IN THE CLOUD"

If you want to maintain control over IT strategy, it is important to embrace technologies that increase efficiency, effectiveness, security and accessibility. OneNecks' cloud environments give you a variety of options to help you develop a forward-thinking IT strategy. You can maintain as little or as much control as you desire. With our cloud and hosting solutions, you can elect to manage the servers and applications in their entirety on our infrastructure or turn them over to OneNeck's team of IT professionals under a competitive service level agreement (SLA). We even offer joint management solutions for complex application support where the support team is made of members of our team and customers IT team working side-by-side.

THE IMPORTANCE OF TRANSPARENCY FOR MAINTAINING IT OVERSIGHT

How do you know you have met your service level agreements? How do you measure your uptime? What metrics are available to help you plan and budget for growth in the future? Most cloud providers offer some level of monitoring and reporting of the cloud infrastructure the question is, how much. Does the provider give you access to monitoring and reporting metrics via a portal? Is the information gathered and presented in real-time? Can you pick the metrics that are important to your organization? A mature cloud offering will include dynamic and historical reporting, alerts and trending analysis. The information should be clear and easy to read. Trending analysis should allow you to compare last month's or last year's activities with the current one. This way you can properly increase your capacity to meet your growing business needs and you will have a roadmap for budgeting.

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