

OneNeck White Paper

Cloud Services and Oracle



HOW CLOUD SERVICES CAN TRANSFORM ORACLE MANAGEMENT

Cloud services are the result of a convergence of the telecommunications and IT industries that has taken place over the past few years. This blending began with a shift from hardware to software-enabled networks and functionality. The resulting “cloud” helps companies of all sizes leverage resources previously only available to the largest enterprises. Basically, the cloud moves services back into the network from the user-owned, premises-based environment.

This service delivery model levels the playing field by providing access to state-of-the-art applications and infrastructure. You no longer need to invest in a huge data center and purchase a suite of enterprise-level applications to gain a competitive edge.

Various cloud services such as infrastructure as a service (IaaS), application platform as a service and software as a service (SaaS) – as well as cloud-based applications such as unified communications as a service – present new opportunities for small- and medium-sized companies to enhance their services. Although different types of cloud services exist, your primary objective is to select the right type to meet your business requirements. Based on our experience at OneNeck® IT Solutions, the best way to deliver Oracle management services is through a secured, dedicated cloud.

BENEFITS OF THE DEDICATED CLOUD FOR ORACLE MANAGEMENT

Migrating to a cloud services environment can provide your organization access to new services and applications, increased processing capacity, collaborative capabilities, and managed services such as security, data backup, data restoration, and disaster recovery capabilities not possible before. These services are all available on demand.

Some of the business questions you should ask regarding the benefits of an Oracle Dedicated Cloud include:

- **Strategic focus:** Is it part of your company’s strategic plan to support servers and their applications? If not, cloud services provide a scalable infrastructure with IT resources. By having the ability to access technologies available as a service instead of owning and managing all IT systems, your company can invest more time and resources on what truly differentiates your business. You gain access to world-class capabilities without tying up capital or taking the time to build the function in-house.
- **Ease of implementation:** Cloud services can be a big time saver. Without the need to purchase hardware, software licenses or implementation services, a company can get its IT infrastructure initiative off the ground in record time and for a fraction of the cost of an on-premises solution.
- **Cost reduction:** Because you pay only for what you use, you reduce operational expenses with cloud services. Costs are directly proportional to your requirements. And since you don’t need to buy computing assets, you shrink capital expenditures as well. Cloud providers can be more efficient at IT operations and use fewer staff hours for standard tasks.

- **“Anywhere” secure accessibility:** Cloud services can provide “anywhere” secure accessibility by delivering remote access to cloud applications and resources. Secure access gateways integrate intelligent access policy enforcement with a variety of connectivity options including SSL, VPN and Direct Access with encryption. The gateways improve the security of remote access scenarios by enforcing granular access controls and policies tailored to the cloud applications
- **Staffing costs and skills reduction:** Cloud services can significantly reduce the staff required to support IT. With cloud services, you no longer need IT staff to set up, configure and maintain the technology and supporting infrastructure. Companies with scarce internal resources gain immediate access to advanced skills and capabilities.
- **Scalability:** One of the most challenging and costly aspects of managing an IT environment is capacity management and planning. To meet business demand, organizations typically over-engineer systems and provide more computing ability and network resources than required. With cloud services, IT departments that anticipate an enormous increase in business demand need not scramble to secure additional hardware and software.
- **Disaster recovery and business continuity:** Cloud services can be used effectively for disaster recovery and business continuity, an area where most businesses face vulnerabilities. Cloud services provide data protection while reducing the cost of infrastructure, applications and simplifying business processes. In addition to lower capital and operating expenses, IT systems remain available during the recovery period.

MYTHS OF A DEDICATED CLOUD FOR ORACLE MANAGEMENT

When it comes to Oracle management in the cloud, the following list represents the more common myths that we’ve heard:

- **Security:** Keeping data private and secure in a cloud setting is typically the number one issue that concerns IT managers. The reality is the expertise and security levels cloud providers deliver far exceed what average companies are capable of deploying themselves. For example, OneNeck employs experienced security professionals who implement and support robust solutions with intrusion protection and detection, including external penetration assessments. Cloud services are managed through secure gateways that leverage SSL-based access and encryption. Infrastructure is housed in hardened 24/7 staffed facilities with N+1 redundant infrastructure. We perform routine audits and assessments such as SSAE 16 and PCI. Most companies cannot come close to this level of security infrastructure on their own.
- **Control:** Experienced cloud specialists like OneNeck’s offer services in such a way that customers still have systems access and unrestricted administration rights if needed. For those companies having difficulty adjusting to hardware housed off-site, incorporating more control can help during the cloud transition. In addition, infrastructure can be ramped up or down quickly to meet changing demands.

- **Availability:** Leading cloud service providers have designed highly redundant and resilient IT architectures that enable nearly always-on availability. A cloud solution should be architected to offer constant availability and have rigid service level agreements. These agreements must be set in stone, well-documented and protect against all possible risks to downtime. Cloud providers are critically aware of downtime risk and have the clout to push their technology partners to develop highly resilient systems and software to mitigate it.
- **Connectivity and bandwidth:** Cloud services must provide adequate Internet access as well as the required levels of bandwidth. Moving data to the cloud, especially in disaster recovery scenarios, can consume massive amounts of network bandwidth. The cloud services provider should develop a multi-homed Internet service and put the proper protections in place to deal with vulnerabilities. All data backup and recovery procedures should be tested at least annually to ensure they meet the recovery needs of your business.
- **Regulatory compliance:** Regulations and standards regarding data privacy and protection must be addressed at both the company and industry level. To ensure the security and integrity of the data, the cloud provider should take appropriate actions such as developing a security policy, auditing, ensuring that proper controls are in place and performing risk assessments. The right cloud provider will provide an audit trail of all activity across applications. Reports must be made available at all times and involve minimal input from company resources. Partnering with an experienced cloud provider can substantially reduce the headache of managing and ensuring compliance.
- **Culture:** Cultural resistance can also play its part in preventing a company's successful migration to cloud services. As an example, how willing are the various departments to embrace the cloud services concept and its benefits? Will more traditional IT departments, particularly in larger organizations, readily want to swap their hardware and applications? How do executives feel about moving to a different way of having company information outside of the corporate firewall? In addition, how will users be trained to use IT resources through the cloud? The solution requires a top-down mandate for implementation.

CAPABILITIES & COMPETENCIES FROM CLOUD SERVICE PROVIDERS

Cloud services represent a fundamental shift in how companies pay for and access IT services. Cloud services, while quickly evolving, can offer IT departments a powerful alternative for delivering applications. They promise scalable, on-demand resources, reliability and overall flexibility. Cloud services offer IT departments a way to increase capacity or add capabilities on demand.

As the demand for more computing power continues to grow, while the cost of running the data center continues to rise and budgets remain stagnant, what will be your plan to address

these concerns? How innovative is your organization in its ability to provide the leadership and knowledge to map a course to conquer the cloud?

To meet requirements for Oracle management in the cloud, OneNeck developed its ReliaCloud® solution. ReliaCloud is an industrial grade cloud designed for resource intensive Oracle applications and Oracle databases that require a secure and compliant operational framework. This allows you to:

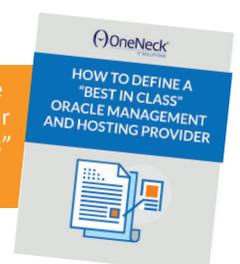
- Deliver your Oracle applications on ReliaCloud, a high-availability IT infrastructure and avoid unscheduled downtime and unplanned maintenance.
- Achieve advanced disaster recovery capabilities using ReliaCloud resources in multiple hosting centers.
- Comply with security and other compliance requirements when operating in the ReliaCloud operational framework.
- Securely connect to ReliaCloud with a variety of access points.
- Complement existing IT investments through integration with ReliaCloud Cisco and EMC technologies
- Optimize your IT cost structure between capital and operating costs.
- Contract for flexible resource pools to deploy and re-deploy as your IT environment changes.

Our Oracle powered by ReliaCloud solution features:

- Highly resilient, industrial strength design with Cisco and EMC architecture along with mature process controls for high-availability.
- The ability to handle intensive computational, high memory, and high I/O workloads.
- SSAE 16 attested operations, HIPAA/HITECH, Sarbanes-Oxley, GLBA and other compliance requirement-capable data centers, logical abstraction layers, advanced firewalls, hardened environment with defense in depth.
- Dedicated and shared resources pools from multiple integrated data centers and application services to offer 99.9% SLA.

Running Oracle on ReliaCloud helps you unlock the power of Oracle applications. The solution takes advantage of ITIL based processes to increase security, availability and performance. These industry best practices help drive down Total Cost of Ownership with no up-front costs. You can expect no hardware upgrades, as well as no investment in the peripheral resources and technology to support an on-premise solution. ReliaCloud integrates industrial grade components used in large, sophisticated IT environments, but at an affordable investment level for mid-market companies.

For more information on selecting an Oracle management service provider, download our white paper "How to Define a "Best-in-Class" Oracle Management and Hosting Provider."



ABOUT ONENECK IT SOLUTIONS

Providing Oracle outsourcing services since 2004, OneNeck IT Solutions offers:

- End-to-end Oracle 11i/12 hosting, administration, technical and functional support
- Hosting, management, upgrading and maintaining Oracle applications including E-Business Suite, JD Edwards, Hyperion and OBIEE
- Certified, world-class application DBAs and technical resources
- More than 50 years of combined AS/400 experience
- “Impossible to find” CNC resources with 35+ years of combined experience
- On staff experts who authored numerous Oracle books
- Innovative solutions including “SaaS-like” model and “Fusion Insurance”

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck’s team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

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