



HOSTING SERVICES STATEMENT OF QUALIFICATIONS

How our Hosting Services can benefit you...

In today's fast-paced world, focusing resources on building a business – instead of the significant IT investments required to run them – is critical to your success. Using the services of an Application Service Provider (ASP) helps meet your IT needs in a number of ways:

- **Small upfront investment** – Outsourcing lowers the cost of ownership by reducing fixed costs and overall expenditures for hardware, applications and administration. The potential savings in upfront costs from outsourcing a large application range from thousands of dollars to hundreds of thousands of dollars. The ASP model also offers access to applications that may not be otherwise affordable to install and run.
- **Predictable monthly costs** – ASP implementations provide a predictable monthly expenditure, allowing a business to better control the total cost of technology ownership.
- **Faster time to market** - Businesses receive rapid market access because their ASP provider already has the equipment, applications and expertise to enable them access to a solution in days or weeks instead of months or years. This also allows for rapid rollout of applications to geographically dispersed business units.
- **Focus on core competencies** - By outsourcing application and system management, businesses can better focus their staff and on the core business. Most companies are not in the IT business, yet they use a considerable amount of resources in their IT departments. Outsourcing offers an alternative to administering a complex IT network internally. Our certified professionals manage the critical data – helping to ensure business systems run securely and smoothly.
- **Available resources** – Quality technical staff is difficult to not only find, but also retain. Outsourcing is a way to reserve increasingly scarce technology resources for mission-critical applications. Because ASPs provide the IT personnel to manage the core application and infrastructure, the need to compete for hard-to-find and expensive-to-retain IT personnel is also reduced.
- **Growth potential** – ASP users have the ability to rapidly implement upgrades or customizations in response to business growth or change. Outsourcing also allows for increased user capacity by adding additional infrastructure on demand.
- **Reduced security risk** – The security built into our ASP environment meets or exceeds industry standards. Our ASP is SAS 70 Type II compliant by a third-party auditor. We have taken every precaution, including disaster recovery planning and regular third-party security inspections, to keep your data safe.

The benefits of working with us to outsource your IT applications include:

- **Leading technology** – We own and manage the equipment and co-locate it at a Tier 3, certified IBM Data Center. This allows us to focus on managing and supporting our client's critical business applications. Through partnerships with leading companies like CDW, IBM, Microsoft, Citrix and HP, we offer access to both client-server and Web-based business applications in a secure and reliable data center that operates 24 hours a day.
- **Complete support** – We are a full-service ASP, extending beyond traditional hardware hosting by providing a single point of support and system administration for business applications and underlying technologies.

Application Hosting

SAS 70 – Level II Compliance. Our clients receive reliable, high quality service when they host their Microsoft Business Solutions products with us.

The primary objective of the SAS 70 – Level II audit is to set requirements for our ASP hosting procedures and policies to assure premium service for clients, channel partners and industry contacts. During the third-party review, our hosting facility and procedures were audited, specifically including:

- Written Service Level Agreement (SLA)

- Standard Agreement
- Data center facility
- Security
- Data backups
- Written policies and procedures
- Customer support
- Staging and test environment
- Equipment maintenance
- Staff training

Meeting these certification standards demonstrates our commitment to our clients with the most robust and secure hosting solution available.

Data Center Facility

We keep your critical systems highly available on our servers co-located in Tier 3 Data Centers located in Minnesota. The facilities are protected from intrusion and failure by multi-layered security, failsafe redundancy, diversity measures and rapid response recovery measures.

- **Extensive physical security.** Pass card entry, biometric recognition, digital surveillance equipment, standard 19-inch lockable cabinets, 24-hour-a-day escorted access and 24-hour-a-day monitoring from redundant Network Operations Centers.
- **Environmental controls.** State-of-the-art controls for temperature, humidity and smoke, and fire detection protects the data centers and your hosted infrastructure.
- **Reliable Internet connectivity.** Multiple independent connections to Tier 1 Internet access providers maintain and balance Internet traffic. Fully redundant OC-48 SONET Rings provide an uninterruptible telecommunication infrastructure.
- **Connectivity solutions.** Reliable connections let you perform development, administrative and maintenance tasks, and create secure connections to backend environments.
- **Power redundancy.** Uninterruptible power supplies, power conditioning units and high capacity generators help maintain an effortless environment.
- **Total client support.** Dedicated teams of certified engineers, systems administrators and service account managers on staff to go beyond the SLA. These teams are on call 24 hours a day to respond to monitoring alerts.

Our Architecture

Our architecture offers the highest level of reliability and safety through redundant systems, redundant Internet connections, routine backups and comprehensive disaster recovery.

Clients may select dedicated environments, built to specification and devoted solely to their applications, or our shared environment. This provides our clients with improved reliability and security at a fixed, per user rate.

Thin Client Technology

Microsoft Windows servers, Microsoft SQL servers and Citrix ICA are the key technologies at the core of our hosting architecture. The thin client technology promotes the centralization of servers and applications and enables users to access them from anywhere over a wide variety of connectivity options. This allows multiple users to concurrently connect to the same servers over the Internet, centralizing administration and support. This results in greater efficiencies of scale, less downtime and reduced staffing burdens.

HP Servers

Our Data Center is standardized on best-of-breed HP servers tuned specifically to deploying Microsoft based applications.

- Our architecture allows for immediate scalability and management of clients' systems.
- Both shared and dedicated configurations are available.
- We maintain the latest operating systems.

Disaster Recovery

We maintain a business continuity plan (BCP) that defines extensive tactics and procedures for a complete restore of the entire hardware and software environment (operating system, applications and data).

System Administration

We oversee a wide range of critical administration functions to ensure the highest level of performance for our application hosting services:

Software

- Installation of software onto the server infrastructure.
- Scheduling of upgrades and patches coordinated with client's timeframe.
- Installation and testing of software patches and service packs as we designate.
- Microsoft Server and SQL Server are supported.

Microsoft SQL Server Database

- Perform Microsoft SQL Server DBA functions for supported software.
- Manage change control, including version upgrades.
- Monitor Microsoft SQL Server performance and error logs.
- Performance tune Microsoft SQL Server.
- Perform database dump restorations according to change control procedures.

Hardware

- Install the client-licensed and ASP-provided software onto the server configuration according to standard installation procedures.
- Maintain, service and repair hardware and other peripherals that are part of the system.
- Plan and test hardware device driver updates and patches.
- Monitor hardware.
- Perform BIOS and firmware updates when appropriate.

Anti-Virus

We use industry standard practices and industry standard anti-virus software.

- Run daily virus detection software to check for viruses.
- Update virus software definitions on a daily basis.

If we detect a virus that presents a serious and urgent risk and the client is not available, our data center staff performs industry standard preventative measures in an attempt to isolate the virus and prevent potential damage.

Backup & Restore

- Manage backup and restore operations for customer data residing at the data center.
- Weekly and monthly off-site storage of tape backups.
- Monthly tape backup integrity testing.

Client Support

Application and Technical Support

We are your single source for application and hosting support.

- Our local consultants provide implementation, application support and any needed customization through one of our more than 100 offices nationwide.
- Our National Support Center provides technical system support to local offices during normal business hours (12 hours a day, five days a week) with extended support available.

User Account Change Control

We coordinate account control with our clients to add, change, delete and disable user accounts. All user account changes are documented.

Data Security

- Third-party certified security procedures include firewall, data encryption and user authentication.
- Citrix ICA client provides 128-bit encryption.
- Separate user authentication at firewall, Citrix thin client, Microsoft Server and Microsoft SQL Server.