

TECSYS Hosting Solutions



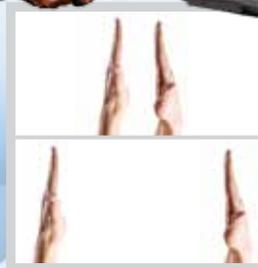
AVAILABILITY



SECURITY



ACCOUNTABILITY



SCALABILITY



VALUE

Why Hosting Solutions?

Hosting solutions are gradually becoming the option of choice for companies with large investments in supply chain management systems, and the reasons are easy to see:

- No need to monitor and maintain operation of servers and other system hardware
- No need to monitor and maintain performance of application software
- No need to monitor and maintain network and data security
- No need to monitor and maintain a redundant disaster recovery system
- No need to hire, train, and retain IT staff

Free of these added expenses and distractions, companies can focus on their core business.

Why TECSYS Hosting Solutions?

TECSYS Hosting Solutions are the logical choice for you because:

- We developed the software you're running your business with, so we know how to maintain it, support it, and make it grow with you;
- We have a diverse, certified technical staff who know the application and can support it's IT infrastructure for you;
- Your investment is extremely safe within our secure private cloud hosting platform;
- Using TECSYS as your disaster recovery site provides business continuity;

TECSYS Hosting Solutions includes a dedicated team whose sole focus is to monitor and maintain your IT infrastructure in order to keep your business running at its full capacity. As your software solutions provider, TECSYS understands your unique needs better than anyone else. Why not leverage our knowledge and experience?



Availability

Back-up and recovery services to ensure system is accessible 24/7

- What is the impact on your production when a hardware component fails?
- What levels of back-ups do you do?
- Do you have a secondary disaster recovery (DR) site ready to take over if needed?

Hardware or network components can fail at the most inopportune times, creating havoc with customers and unplanned expenses for you. TECSYS Hosting Solutions is a sure way to avoid such disasters.

We back-up your data in a cost-effective manner and are able to restore it quickly if needed. Your servers are located in a secured portion of a Storage Area Network (SAN) in our data center, allowing for quick data transfer to a back-up device, and a quick restore.

A failover device can be put in place to allow for a seamless failover on-site, or the available bandwidth can be used to transfer data to another site for complete site redundancy.

Having a back-up site hosted at TECSYS that supports a primary site on your premises is also an alternative.



Security

Encryption and firewall protection to ensure data is safe and confidential

- How secure are your servers?
- How accessible are your servers?
- Are they only accessible to your IT staff?

We realize that handing over your supply chain management application to the TECSYS Hosting Solutions team requires a great deal of trust. You can rest secure in the knowledge that we take great pains to safeguard your data.

Our data center employs first-rate security that is manned around the clock. We use only proven network security devices and methods to protect your environment from unauthorized intrusion and to ensure that your data remains confidential. We provide you with access via tightly-controlled firewall rules and VPN tunnels that use reliable encryption to transmit data from your site to ours.



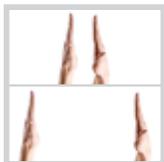
Accountability

Reporting and change management procedures to keep you constantly informed

- Do you keep track of system changes? Incidents? Service requests?
- Do you keep track of who does what and when?
- Do you have change management policies in place?

Don't worry, the TECSYS Hosting Solutions team does all of the above for you. By adhering to change management procedures we've put in place that keep you up-to-date on your hosting environment, we keep you informed of any planned changes, and we make them subject to your approval.

We remain fully accountable to you through detailed reports that are issued for any incidents that might occur, as well as a monthly summary of all activity affecting you.



Scalability

Proactive performance monitoring to signal if/when resource allocation is necessary

- Are you able to add more memory? More CPU? More storage?
- How will you know your requirements 6 months from now, or further on, so you can plan for them now?
- How will you handle the growth of your IT infrastructure to support business growth?

As your business grows, the demands on your IT environment will grow as well. Performance and availability can suffer if the solution you use does not grow with your business. What often happens is that businesses learn to work around hardware they have outgrown, but it always has a negative impact on productivity.

The TECSYS Hosting Solutions team has the expertise you need to spot the early signs that your hardware needs an upgrade. We continually review key performance indicators and can propose the best solution to meet both your short-term and long-term growth needs.

We have a virtual environment with virtual servers which give us the flexibility and scalability to create, clone, or add more resources in response to the growth of your business. At any time, we can add resources such as memory, CPU and disk storage.



Value

Shared hardware and network infrastructure to reduce costs

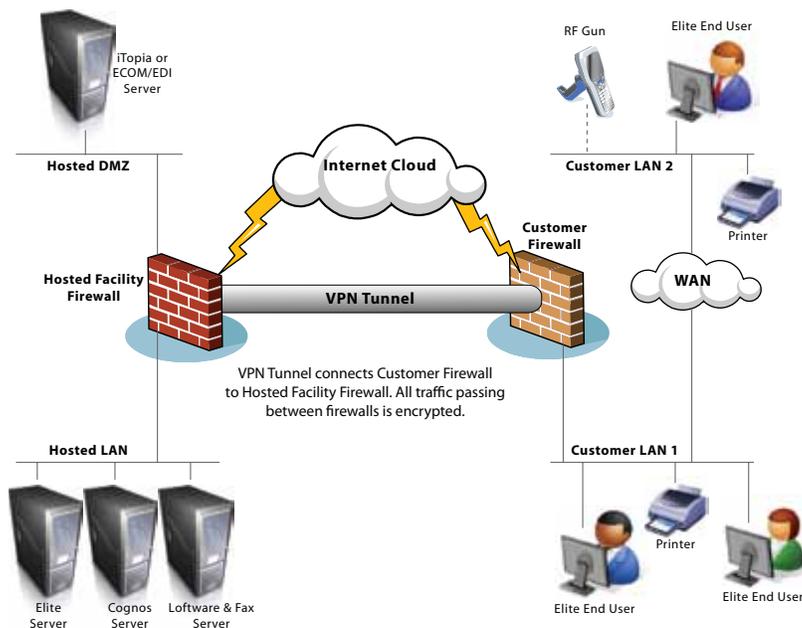
Being hosted at a data center is a very cost-effective practice. Otherwise costly infrastructure expenses are made more affordable because they are divided between the individual clients on-site, while those individual clients benefit from the infrastructure as a whole. Bandwidth, usually available at a premium over Wide Area Network (WAN) links, is much less expensive because the data center is connected to an Internet backbone via a Local Area Network (LAN) connection.

TECSYS houses numerous customers in its own data center, complete with network, server and storage gear, in a location that is directly connected to the Internet with minimal cost and complexity, and with duplication and redundancies already in place.

Outsourcing to TECSYS Hosting Solutions lowers IT resource costs as well. Think of it as an extension of your IT staff, with the added advantage of having years of specific product knowledge and experience at your fingertips. And with TECSYS Hosting Solutions managing everything the behind-the-scenes, you'll finally have the freedom to focus your energy on just running your business.

It's a win-win solution!

Hosted Server Access *(sample set up)*





Responsibilities

TECSYS Hosting Solutions assumes responsibility for the IT infrastructure at the hosted site. This includes monitoring, maintenance, upgrading and changes to your:

- applications
- database
- operating system (OS)
- additional software on the servers
- hardware components of the servers, switches, firewalls and cabling

This upkeep requires technical expertise, time and attention to detail. The TECSYS Hosting Solutions team knows how to optimize your environment because they work with it every day. Tasks include:

- checking logs
- proactively responding to system and application messages, as needed
- monitoring CPU performance
- monitoring memory usage to ensure you have enough resources
- tracking software processes to guarantee everything is working
- confirming physical environment stability (temperature, electrical requirements, etc.)

If you have any questions about TECSYS Hosting Solutions, please email us at hosted.services@tecsys.com or call us at (514) 866-5800.

