



# SureHost



**Surebridge™**  
Always There.

Solutions | **Services** | Partners | Industries | Customers

Strategy. Implementation. Outsourcing. Optimization.

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## End-to-End Application Hosting and Management

To stay competitive in today's economy, companies need secure and affordable access to the latest technology. Business systems must run uninterrupted, 24 hours a day, 7 days per week. But advanced business solutions require substantial capital, IT staffing and implementation time — making them difficult to attain for all but the Fortune 500. Until now, only larger companies could afford the considerable equipment and human resources needed to adequately perform ongoing applications management and hosting functions for enterprise-level applications. For mid-sized companies the task of staffing a 24x7 data center and managing the entire technology stack and application layer can be a daunting task.

Many mid-size companies resolve this challenge by utilizing Surebridge's SureHost full outsourcing services to host and manage their solutions — reliably and cost-effectively — in secure, state-of-the-art facilities. Our hosting operations act as an extension of the IT facilities and staff already in place at your company. We provide the environment and the service level you need, and take care of all staffing and resource requirements according to your particular service level agreement (SLA).

At Surebridge, we view our full hosting services as more than just storage space for your equipment; more than just an equipment monitoring service. We configure and manage unique solutions for you, leveraging our resources across multiple companies to keep costs reasonable. In short, SureHost delivers the highest levels of security, reliability, scalability and connectivity, allowing you to focus on your business and let us worry about training, personnel turnover, upgrades and systems management.

At the same time, hosting with Surebridge doesn't mean giving up control. We provide a single point of contact who knows your business and is responsive to your questions and issues. In addition, you receive detailed monthly reports on the capacity, utilization, availability and reliability of your system.

Surebridge operations are designed to provide our customers with enterprise-level capabilities, including state-of-the-art Application Management Services, Infrastructure Management and Data Center facilities.

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## Key SureHost Benefits

- Reduced total cost of ownership by typically 30% or more through economies of scale and economies of skill
- Improved business focus, allowing your organization to focus on revenue-generating activities while outsourcing tactical IT functions
- Predictable expense management
- Security, reliability and scalability of proven, state-of-the art technical environments without incurring the risk or capital overhead
- Increased speed of deployment
- Complete accountability from an end-to-end solution

## Key SureHost service features include:

### ClientCare and HelpDesk

- Dedicated client care and help desk resource support services
- Access to pool of functional and technical application experts
- Full Level 2 and Level 3 support
- 24x7x365 live, help desk support for infrastructure
- Utilization and access to Surebridge's call center solution for logging, reporting and tracking of support, management and maintenance activities
- Full access to ClientBridge, Surebridge's web-based management portal
- Detailed performance and service reports

### Application Management

- Configuration management
- Routine patch, fix and service pack management
- Application maintenance and tuning
- Access control and management
- Customization management
- Functional enhancements and ongoing development work

### Database Management

- Installation, configuration, tuning and optimization of database
- Database patch and service pack management
- Routine database maintenance
- Regular database performance reports
- Customization management
- Capacity monitoring

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## **Security Management**

- Security at all levels - physical, network, OS and application. Physical security at building, data center, and computer room level
- 24x7x365 video surveillance and monitoring of physical and logical security systems
- Comprehensive network security that includes network intrusion detection and action
- Hardening of operating system, database and application
- Firewall and VPN access management
- Daily back-ups, offsite storage and full disaster recovery services

## **Physical Infrastructure**

- State-of-the-art data center facilities, meeting highest certification standards, including Microsoft Gold Certified and SysTrust Certified
- Redundant power and HVAC systems to ensure environmental reliability
- Multi-layered, redundant fire suppression systems
- Plant automation systems for 24x7x365 monitoring and alerting staff in case of any environmental threshold accesses
- Next-generation cabling infrastructure residing under raised floors for superior cabling management and cable expansion
- Scalable networking infrastructure based on multigigabit Ethernet backbone from Cisco
- Advanced communications connectivity environment with AT&T
- Build area for pre-production staging and testing
- 24x7x365 monitoring of all servers and services in Network Operations Center

## **Service Level Agreement**

- Base level offering of 99.5 % uptime availability
- Issue response time guarantee
- Pre-defined escalation process

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## About Surebridge

Surebridge, the leading provider of outsourced enterprise application solutions for middle market companies, delivers brand name application choice and affordable strategy, implementation and outsourcing services. Surebridge's complete portfolio comprises ERP, CRM, eBusiness integration and productivity applications, driving efficiencies into business processes and adding value to customers, partners, shareholders and employees alike. Its full service offerings include software selection based on business need, rapid and precise application deployment, upgrade services, secure hosting, application management and continuous business improvement solutions. By providing outsourced business-critical enterprise-level applications, Surebridge provides tremendous cost savings to its customers. In addition, Surebridge's offerings are enhanced with a constant eye toward value through high-touch customer service. Surebridge offers vertical expertise in the manufacturing/distribution, financial services, healthcare/pharmaceutical, services, publishing/media & communications, and public sector industries. The company was founded in 1997 and is headquartered in Lexington, Mass. For more information, please visit [www.surebridge.com](http://www.surebridge.com), or call **781-372-3222**.

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