



QUALITYTECH MANAGED SERVICES

FOCUSED ON MANAGED SERVICES

Quality Technology Service's full suite of advanced technology services range from cost-effective equipment colocation and robust connectivity options to complete managed services to support specific business requirements. Customers can take advantage of our experienced team of engineers, technicians and project managers to develop customized solutions to best meet their needs. Combine that with a highly redundant environment constantly monitored for security, environmental control and power availability, and businesses can be sure they have the most reliable, scalable solutions generating the most return on their investment.

Service offerings include:

- Managed storage/tape backup
- Security services
- Disaster recovery
- Professional services
- Digital asset management
- Load balancing service
- Application and database management
- Monitoring and service management



FOCUSED ON THE RIGHT SOLUTION

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Managed Service Offerings

SYSTEMS

Providing peace of mind to customers by managing their supported operating systems (including VM Ware based OS), Managing Active Directory, and performing Host Based replication.

Skilled engineers provide customers 24x7x365 support, personal attention and technical expertise for a variety of Managed Operating Systems including: Windows, Linux/UNIX, VMWare; Linux®, UNIX® and AIX®; VMWare®.

APPLICATIONS

Managing, maintaining and enhancing internal as well as external web applications.

Monitoring - keep an eye on your resources to ensure the highest availability. Our Operations staff and the Operations Service Center are ready to respond to alarms, diagnose problems, and escalate issues for fast resolution.

Dedicated to evaluating, testing, and implementing monitoring tools to ensure high availability at an affordable cost. Our monitoring efforts focus on the network, systems, applications, databases, and critical process that your IT infrastructure depends on. All of this is directly accessible to customers 24x7x365 via the customer portal.

QualityTech provides the following levels of monitoring service:

| | | | |
|-------|------------|----------|----------|
| Basic | Enhanced | Managed | Advanced |
| Elite | Functional | Internet | |

NETWORKING

The Networking organization strives to provide flawless service delivery to our clients. The QualityTech Networking team is committed to the ongoing development, enhancement and management of the QualityTech network.

QualityTech provides the following options for networking service:

| | |
|-------------------------|--------------------------|
| Colocation Bandwidth | Managed Switch & Routers |
| Border Gateway Protocol | Managed Firewall |
| Managed Load Balancer | Shared NIDS |

MASS STORAGE

The Mass Storage team provides data storage and backup protection services for Quality Tech customers. Through the use of skilled engineers, 24x7 support, and industry leading technology, Quality Tech offers our customers highly available storage and backup solutions that minimize the initial investment while providing solutions for today and the future.

| | |
|---|---------------|
| Managed Backup | Tape Rotation |
| Managed Storage Shared (FC SAN & iSCSI) | |