



MANAGED HOSTING HIGHLIGHTS

- Turnkey solution:
 - Provided hardware and operating system
 - System updates & patches
 - System and data backups
 - Security
 - 24x7x365 Help Desk
 - 24x7x365 monitoring, response and escalation
 - Guaranteed uptime
 - Service level agreement
- Enterprise-class hardware, software and support provided on a fixed-fee subscription basis
- Standardization of server hardware ensures rapid repair of issues and high availability
- Hardware performance and unlimited labor support of server platform bound by a strict service level agreement
- High availability infrastructure
- On-demand scalability
- Change control procedures
- Rapid provisioning
- System administration

Managed Server Hosting: Dedicated and Shared Platforms

Critigen's Managed Server hosting guarantees the performance and reliability of customer IT assets while reducing the operational costs of maintaining such IT systems.

Critigen leverages 12 years of infrastructure management expertise to reduce total cost of ownership while improving system availability, stability and reliability – all guaranteed via service level agreements.

Customers use Critigen' remote management or hosted management solutions to standardize their platforms, improve performance and reliability, mitigate risk and reduce operating costs.

OVERVIEW

Critigen Managed Service's approach to Managed Hosted Server Services involves customizing, implementing, and monitoring an outsourced solution molded to each customer's business and strategic IT objectives.

Critigen takes full accountability for end-to-end IT service delivery to reduce total cost of ownership (TCO), flatten IT operational costs and guarantee system availability – allowing customer resources to focus on their core business functions.

SERVICE OVERVIEW

Critigen provides hardware, software, system management and customer support associated with deploying and supporting dedicated and shared platforms.

All hardware and operating systems are replaced at no cost to the customer. Year-over-year IT budgeting is predictable, reducing risks of outages, underutilized investments and turnover/ hiring/ training of skilled resources.

TURNKEY SOLUTION

Critigen monitors and manages every aspect of delivering reliable server-based services, taking full accountability of system uptime, performance and response. From redundant upstream Tier-1 Internet service provider connectivity to managed firewall and intrusion detection security, Critigen technical teams are constantly monitoring, managing and upgrading customer platforms to provide the scalability and reliability needed for dependable managed hosted solutions.

DEDICATED MANAGED SERVER HOSTING

Whether a customer needs a simple application or a complex clustered database hosting solution, Critigen makes the design, support and maintenance easy.

HP business-class servers are the standard, providing high availability, rapid response and dependability. Expert engineers size each server, keeping in mind each customer's scalability, growth and performance requirements. Customers are provided full access for system administration and control.

SHARED MANAGED SERVER HOSTING

A shared managed server allows multiple customers to share the cost of hardware and network connections and completely eliminate the hassle of maintaining it all without sacrificing performance or the freedom to run whatever software they choose.

Each managed shared hosted server is a private and protected area that operates as an independent server. Every customer has their own complete directory structure and set of dedicated applications. Each instance can be rebooted without affecting any other customer on the physical server.

FEATURES AT A GLANCE

Managed Hardware and Operating Systems (Dedicated and Shared):

- Hardware Maintenance –Troubleshooting and resolving of hardware problems
- Upgrades - Perform proactive hardware and firmware upgrades as required
- Patch Management - Apply patches as necessary for the operating system, firewall and critical network devices
- Capacity Planning - Perform proactive system level capacity planning and performance tuning as required
- Customer access for full system administration
- Experienced engineers staffed to address issues across multiple vendors

Shared Managed Hosted Platform

Utilizing reliable and secure platforms, customers can leverage a shared infrastructure for development of production environments.

- Scalable upon demand
- Guaranteed uptime and performance
- Nightly data backup
- Security: Managed Firewall, Managed Intrusion Detection
- Redundant Upstream Internet Access
- Fortune 500-class data center infrastructure

Network Performance Monitoring

Critigen works to establish a network operational baseline, determining threshold levels and collecting the necessary performance data for system optimization. Surveillance of network equipment is executed to identify alarms/faults/events that affect system operation. 24x7 real-time monitoring utilizes commercial as well as customized tools including:

Global Headquarters

6161 S. Syracuse Way, Ste 100
Greenwood Village, CO 80111
+1 303.706.0990

critigen.com

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- IBM Tivoli NetCool
- Microsoft Operations Manager
- CiscoWorks
- Compaq Insight Manager
- Net Sniffer
- Cascadeview
- Microsoft SMS

Management Reports

- Monthly reporting documentation tracks network trends, availability, mean-time to resolution, and errors/faults.

Help Desk

- 24x7x365 support via Denver, Colorado-based technical operations center
- Event and change control documentation via remedy ticketing platform
- Customer portal allowing complete access to open or closed tickets
- Monthly reporting details call resolution, end user satisfaction and change control

ABOUT CRITIGEN

Critigen has earned a solid reputation by operating and maintaining information technology infrastructures for clients worldwide.

The Critigen team of professionals helps clients reduce costs, while avoiding the costly investments related to purchasing, maintaining and upgrading IT capital investments.

By augmenting current IT resources with Critigen, clients reduce annual technology costs, while increasing reliability, scalability, security and system performance. Critigen handles every aspect of a customer's day-to-day IT functionality and plan for future evolution to help grow the business.

LET US KNOW. WE CAN HELP.

What are your barriers to modernizing critical infrastructure?

Visit us at critigen.com or call +1 303.706.0990.

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