



Opus Interactive can create and manage your IT infrastructure allowing you to focus on the critical factors for business success. Our managed services extend from a commitment to be flexible and responsive; to help you arrive at the best technical decisions for your business operations. We'll put our expertise to work for you, all backed with industry leading service level agreements (SLA's).

### The Benefits:

- Experienced group of certified technicians on call and available 24 x 7 x 365
- Responsive and proactive service
- Wide range of technical experience
- No need for the salary and overhead associated with internal staff maintenance
- 100% data center uptime guarantee, with industry leading SLA payouts
- We design, set up and support your server solution from start to finish
- We act as a true extension of your team
- You get to do what you do best, and so do we — win/win



### Managed Services

Opus Interactive can provide a number of managed service flavors to satisfy nearly any palette, including:

- Virtualization solutions featuring industry leading technology from VMware, HP, and LeftHand Networks
- Dedicated servers running on HP Blades and utilizing the latest Intel processors
- Infrastructure-as-a-Service (IaaS) solutions for comprehensive IT outsourcing
- Software-as-a-Service (SaaS) solutions to more efficiently serve and manage your applications
- Colocation

Be sure to check out our Solution Briefs that detail all of the above Managed Services offerings.



### Managed Services Can Include:

- Space, redundant power, burstable/scalable bandwidth, and security
- Your hardware or ours with one fixed IP address
- Updates and support of the operating system and non-proprietary server applications
- Custom applications support
- Operating system hot fix installation and monitoring
- 24 x 7 internal monitoring and around-the-clock emergency support
- FTP access
- 100% data center core application uptime guarantee (excluding maintenance windows)
- Disaster recovery for our hardware solutions

24 x 7 basic monitoring, as well as available custom monitoring solutions

Component/software installation

OS upgrades/manual log rotation

User account management

Permissions/security management

Hardware upgrades available upon request

Support and management for an extensive range of operating systems and software



From the foundation of a solid infrastructure, world-class SLA's, seasoned expertise, and professionalism, Opus Interactive makes a dedicated commitment to providing IT services you can build a business on.

## Hardware

Our expertise with a range of systems gives you flexibility in the hardware you use. You can bring your own, buy your own, or rent ours.

### Client owned hardware

We're committed to solutions that are as customized as your business. You might already have your own equipment, but if you need to purchase systems, you can depend on our research, expertise, and experience to recommend the best fit for your business needs.

### Opus owned dedicated hardware

If you don't have equipment, or you don't want to support and manage your existing hardware, we can design and build a solution for you, allowing you to focus on your business. We'll take care of the systems and business services, including component upgrades such as memory and hard drive space, or repair and replacement – at no additional cost. We use only the best hosting technology available, from companies like VMware, HP, LeftHand Networks, Cisco and Intel.

## Provided Services

### Support

Our engineers are certified experts and deliver world-class support founded on knowledge and experience with data center and IT best practices, and coupled with responsive courtesy and professionalism. We make sure your server(s), and more importantly your business applications, remain constantly available. We support patches, configuration changes, monitoring, and an extended list of additional tasks to keep your business services operational.

### Environment

We maintain an always-connected, safe, and cooled operating environment, with redundant cooling, filtered power, equipment spares, plus a backup energy source that can run the entire data center if necessary for an indefinite period.

Our high-density, highly-efficient data center is state-of-the-art – from networking to power and backup. Our vendor agreements and hot and cold spares mean we can immediately respond to equipment failures to keep your services online.

If the lights go out, your services won't.

### Bandwidth and Connectivity

Triple-redundant fiber optic lines serviced by up to three different providers feed the data center, providing highly scalable bandwidth capacity to grow with your business.

Three long-standing, highly reliable providers with a rock-solid history of quality service ensure connectivity to two Internet providers. Our multi-homed architecture with BGP protocol always picks the fastest routes possible between your servers and customers. Redundant Internet providers keep your services connected to the Internet backbone, and our core routers automatically fail over to a spare should one go down. Our service-oriented approach is a key part of our commitment to keep your business operating smoothly.

## Monitoring

We monitor basic aspects of the servers and equipment to be sure they are operating properly. Internal monitoring includes pings, services, CPU usage, hard drive space, memory, and network interface cards (NICs).

We can also provide enhanced server monitoring packages for further website and content monitoring. We can create custom scripts that perform end-to-end transactional tests, application checks, or any other scenario imaginable. If you have custom scripts ready to implement, we can work with you to install these on your server(s). We treat these tasks as standalone projects with individual pricing.



## Optional Services

Opus Interactive can also provide host of additional hosting services (hey... that sounds funny) to create a robust solution customized for you. These include:

- Offsite backup services for data protection
- Business continuity assurance and disaster recovery
- Shared SQL Server
- Email hosting with spam and virus filtering
- IP addresses
- Log to code-based analytics
- Network switches
- Firewalls

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