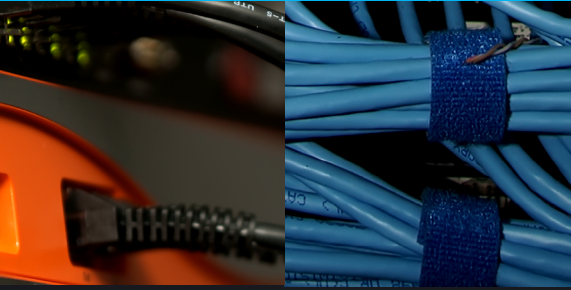


// Managed Services



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).

BENEFITS

- Reduce salary or overhead associated with on-staff maintenance employees
- Complete design, set up and support your server solution
- Microsoft and Cisco Certified Engineers and Certified Network Administrators
- Staff availability 24/7/365
- Ensure 100% data center uptime guarantee, with leading SLA payouts

HARDWARE

Opus Interactive provides expertise with a range of systems to give you flexibility in the hardware you use. You can bring your own, buy your own, or rent ours.

Client-owned hardware

We offer support, monitoring and connectivity for your existing solutions.

Opus-owned dedicated hardware

We'll design and build a solution customized for your company's unique needs and provide support including component upgrades and monitoring using state-of-the-art hosting technology.

SUPPORT

Opus Interactive is staffed with Certified Network Administrators, Microsoft Certified Engineers and Cisco Certified Engineers who are trained in the latest methods and technologies. We support patches, configuration changes, monitoring, and an extended list of additional tasks to keep your business services operational. We make sure your business is always online and functioning the way you intended.

ENVIRONMENT

We maintain an always-connected, safe, and cooled data center, with redundant cooling, conditioned power, equipment spares, plus a backup energy source that can run the entire data center if necessary for an indefinite period. Our vendor agreements and hot and cold spares allow immediate response to equipment failures to keep your services online.

CONNECTIVITY

Redundant fiber optic lines provide highly scalable bandwidth capacity to grow with your business. Our multi-homed architecture with BGP protocol always picks the fastest routes possible between your servers and customers. Direct fiber to Japan and India provide minimal hops to International customers.

MONITORING

We monitor all aspects of servers and equipment to be sure they are operating properly.

It's people who design, produce, use, support, fix, upgrade and optimize technology. And, without going into an IT telephony conversation we are all about both.

Opus Interactive is dedicated to not only providing the best technology and expertise, but flexibility and individuality developing customized solutions that serve the unique personalities and needs of each client.

Technology, meet humanity.



//Managed Services



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.

MANAGED SERVICES

- Industry leading technology from VMware, HP and Cisco
- 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
- Space, redundant power, burstable/scalable bandwidth, and security
- Updates and support of the operating system and non-proprietary server applications
- Custom applications support

MANAGED SERVICES (contd.)

- Operating system hot fix installation and monitoring
- 24x 7 internal monitoring and around-the-clock emergency support
- FTP access 100% data center core application uptime guarantee*
- Disaster recovery for our hardware solutions
- 24 x 7 holistic monitoring, as well as available custom monitoring solutions
- Component/software installation
- OS upgrades/manual log rotation
- User account management
- Permissions/security management
- Support and management for an extensive range of operating systems and software

OPTIONAL SERVICES

- 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
- Hardware upgrades

MONITORING SERVICES

- Pings, services, CPU usage, hard drive space, memory, and network interface cards (NICs)

Call 503.972.6677 to learn more.

*Excludes maintenance windows

About Opus Interactive

Portland, Oregon based Opus Interactive is a full-service Managed Services Provider (MSP). Founded in 1994, the company provides managed hosting, dedicated virtual and standard servers, colocation, and hi-capacity Internet services. With its unique high-density data center model, advanced technology adoption, clean power utilization, and energy efficient hosting solutions, Opus Interactive works with organizations of all sizes helping them reduce IT infrastructure costs and consolidate their server footprint. They team with industry leading partners such as VMware, HP, Cisco and Microsoft. Opus Interactive is an accredited member of the International Managed Services Provider Alliance.