

## Cloud Computing Vendor Checklist

COMPANY	OPUS	VENDOR 2	VENDOR 3	VENDOR 4	VENDOR 5
Years of Cloud Experience	15 Years				
Financial Stability	✓				
Reputable References	✓				
Accessibility of High Ranking Employees	✓				
Reliable Uptime History	✓				
Service Level Agreement	100%				

FACILITY & INFRASTRUCTURE	OPUS	VENDOR 2	VENDOR 3	VENDOR 4	VENDOR 5
Multiple Service Locations	4				
Tier 3+ Facility	✓				
Cloud Certifications	✓				

STANDARDS & SERVICES	OPUS	VENDOR 2	VENDOR 3	VENDOR 4	VENDOR 5
Guaranteed Uptime (99.99% or better)	100%				
Hosts Industry-Specific/Proprietary Applications	PCI-DSS, HIPAA, Finance				
Vendor Lock-in (i.e., long-term contractual obligations)	NONE				
Maintenance of Hardware/Software Upgrades	✓				
Trial Period Offered	✓				
Scalability of System Resources	✓				
Deployment & Transition Process	✓				

NETWORK SECURITY	OPUS	VENDOR 2	VENDOR 3	VENDOR 4	VENDOR 5
Security Record (i.e., past breaches)	✓				
Physical Location of Servers	✓				
Compliance with Legislative Standards (i.e., HIPAA, PCI-DSS, SSAE 18 SOC2 Type 2)	✓				
Role-based Access Controls	✓				
Backup & Data Protection Services	✓				

TECHNICAL SUPPORT	OPUS	VENDOR 2	VENDOR 3	VENDOR 4	VENDOR 5
Hours of Service (i.e., 24/7)	24/7/365				
After Hours Rates	✓				
Hold Times (i.e., phone queries)	NONE				
Average Support Response Time	< 15 Minutes				
Scope of Support Services (desktop, server, etc.)	Servers, IaaS, Datacenter				
Certifications Held by Support Team	Microsoft, Veeam, VMware, RedHat, ITIL				

**Contact Opus Interactive today for a quote on your customized cloud solution!**

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