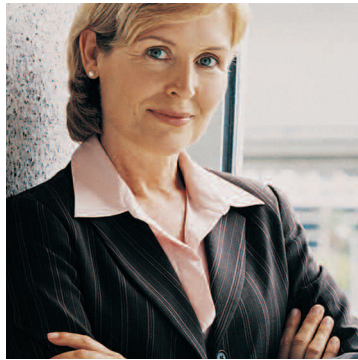


Data Center Hosting

Reduce your costs. Manage your risk. Focus on your business.



Have you had to deal with any of these issues lately?

- Are your current data center resources close to capacity – which means that you'll soon have to decide whether to invest significantly in IT operations?
- Are IT issues preventing you from focusing on your core business?
- Are you having problems finding qualified professionals to fill systems programmer and database administrator positions in your company?
- Are your plans for change in data center operations – such as transitioning from mainframe dependence – increasing your total costs?

Cincom Data Center Hosting can eliminate these pains.

And at the same time, we can help reduce your costs, and manage your risk – all by taking your data center hassles off your hands and letting you get back to your business.



Simplify your data center operations through Cincom Hosting Services.

What we do for you

Cincom Hosting offers low-risk, onshore data center management and hosting that provide the control you require plus

- **A 20% to 40% reduction in ongoing data center operations costs** – because you no longer need costly facilities and increasing larger staffs.
- **Flexibility in future application deployment** – because you are no longer constrained by earlier platform decisions that may have left you trapped in a mainframe or locked into a proprietary application that is not web-accessible.
- **Relief from day-to-day management of a utility function** – because you can now focus on the strategic issues that affect your company's future.
- **Rapid return on investment (ROI)** – because Cincom's engagement model is highly flexible, enabling fast upward and downward scaling.
- **Customized solutions** for your needs.



How we do it

Physical infrastructure

Cincom's Data Center includes multiple mainframes, hundreds of servers, and terabytes of direct-access storage. It is highly secure, flexible and adaptable to meet clients' needs, and controlled 24x7.

All the technology for the secure hosting of your company's data center is managed, monitored, and maintained. All systems are physically hosted in a highly secure, environmentally controlled location with a fail-safe electrical supply. Additionally, the following top-tier data center facility requirements are met:

Security-controlled access by approved ID card-holders only	Fully documented procedures and routines	Conditioned power with uninterruptible power supplies with battery backup
Fire suppression systems	Cincom Core Data Center Cincinnati, Ohio USA	Environmental control systems maintaining a constant temperature
Data backup services	Business continuance	Network operations
Connectivity	Security – virtual private networking, firewall, digital certification	Network management & SLA reporting

Services available from the Cincom Core Data Center.

Hosting Services

Handling all your operational needs for utility hosting, transition hosting, and application hosting through:

- Network operations and control center (NOCC) for 24/7 support for IT managers and end-users. The NOCC is a VPN (virtual private network) and security monitoring and testing group that monitors all Cincom-managed customer equipment.
- 24/7 help desk support for tier 2 help desk to help desk support for accepting and logging calls for customers who use Cincom-managed service.
- 24/7 online tools center for our secure view of the health and well-being of your solution. Each device is displayed with useful real-time statistics and reports.
- VPN and security configuration center enabling most equipment software configuration changes to be submitted by telephone or a secure website.
- We use established change management methodologies and processes for the configuration and testing of all managed solutions before release to the customer's site.

Disaster recovery (DR)

Cincom Hosting Services works with your current DR solution or develops one for you.

We provide a broad range of disaster recovery services depending on your needs. Parallel, remote, computing environments kept in full synchronization with the Cincom Data Center are in place. Replication software provides timely updates to the remote site. Cincom Hosting Services can also provide more standard programs of regularly scheduled automatic backups with remote storage of the media used.

Your data network is connected to the Cincom Data Center via fiber optic cable or high-speed telephone circuits – which are more reliable and secure than wireless, standard telephone cable or satellite communication transfer.

Whatever level of disaster recovery service you require, you know that Cincom's disaster recovery programs are planned, fully documented, and practiced in periodic drills that involve your company as well as Cincom Data Center staff.



Cincom World
Headquarters,
Cincinnati, OH, USA

Cincom has nearly 40 years of international experience in business-process domains and major industries

As one of our customers has said, "It's so much easier to work with a company when they understand the unique challenges of your industry."

Cincom has industry expertise in:

- Manufacturing
- Healthcare
- Insurance
- Telecommunications
- Financial services
- IT services (help desk, utility hosting, transition hosting, application hosting, application development)

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Here are some comments from some of our customers:

"Cincom has once again managed a very complex migration process. Cincom was able to accomplish the data center implementation in less than 90 days, providing Rexnord with significant cost savings."

– Chris Jurasek, Vice-President,
Customer Service, Logistics and Information Technology,
Rexnord Corporation

"Cincom's customer service and support is a key differentiator."

– Gartner

Make Cincom Hosting Services your strategic partner in your business growth

Visit our website at www.Cincom.com/Hosting

E-mail: Hosting@Cincom.com

Telephone: 1-800-224-6266

Rely on Cincom

Cincom is the world's most experienced technology provider, with a history that spans nearly 40 years and a proven track record of helping companies worldwide substantially increase and sustain productivity and profitability.

Cincom serves clients on six continents including BMW, Citibank, Boeing, Northwestern Mutual, Federal Express, Ericsson, Penn State University, Milacron, Siemens, Rockwell Automation, and Trane.