



centerbeam®



Virtual Server Management

How can you extend your IT resources and do more with less? CenterBeam's virtualization technology lets you "transform" hardware to software, so you save time, money and energy using resources you already have.

Virtualization is a software technology that lets you "transform" IT hardware to software. Traditional computer hardware was designed to run a single operating system and one application, but virtualization makes it possible to "condense" hardware resources and run multiple operating systems and multiple applications on the same computer at the same time.

Increase Utilization of Hardware You Already Own

- > Reduce your rack space requirement
- > Lower energy costs by running fewer machines
- > Provision applications faster

Why Outsource Virtualization?

Managing and monitoring servers, whether virtual or physical, still remains a challenge for many companies. More often than not, the virtual servers bring additional challenges to server management. As virtual servers share resources from their host, it is critical to have the server administrative expertise to plan, implement, and manage for the following:

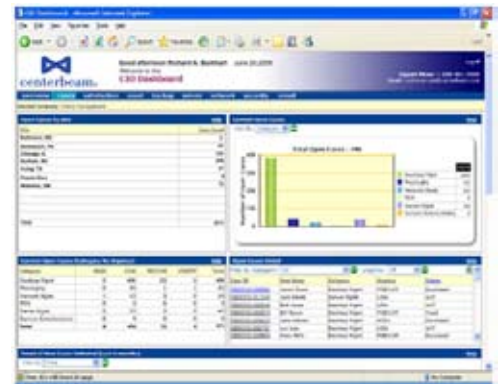
- Load balancing
- Performance
- Throughput

What Does CenterBeam Service Provide?

The core components of our Virtual Server Management service includes:

- **24x7 Monitoring:** CenterBeam's technical operation center (TOC) is staffed with skilled personnel to address any warning messages around the clock.
- **Fault Management:** Issues are quickly identified so CenterBeam engineers can fix them right away, often before any downtime occurs
- **Performance Management:** Monitoring and management of your servers to ensure maximum performance. When bottlenecks occur, engineers are notified and take appropriate action to address the issue. Recommendations are issued by a CenterBeam Account Manager should we establish that upgrades and changes may be in a customer's best interest.

- **Configuration Management:** Your infrastructure is kept current with crucial virus updates and operating system (OS) patches.
 - » *Active Directory Management:* Secure and continuous monitoring and rapid control of server directory management and permissions—for adding, terminating and changing users' access levels. Includes complete user account management and group/directory structure. Key OS services are monitored and maintained.
 - » *Anti-Virus Protection:* Servers are kept current with the latest anti-virus definitions through weekly proactive updates and immediate critical updates.
 - » *Critical OS Updates:* Critical patches are tested and distributed to your Microsoft® Windows and ESX servers. Most critical patches are tested and released within 48 hours.
- **Asset Tracking:** ESX server hardware, OS versions and disk usage are tracked throughout your environment—with reporting available via our web-based CIO dashboard whenever you need it.



CenterBeam CIO dashboard

Server Data Backup Management

CenterBeam can provide off-site streaming server data backup services through our strong partnership with Iron Mountain's LiveVault®. This backup service offers complete, continuous protection of customer's data by streaming incremental changes offsite every 15 minutes (or other timeframe if desired). Recovery of either individual files or complete servers is accomplished with ease, and the LiveVault service can be a key part of customer's disaster recovery plan.

Total Satisfaction Guarantee

At CenterBeam, every aspect of our business is aligned to make sure we deliver an exceptional IT experience. We are dedicated to keeping every end-user in your company productive, protected and satisfied. We consistently achieve above a 97% customer satisfaction rating, measured by an independent source. And, as with all the services CenterBeam delivers, our Express Access Customer Care team is available 24 hours a day, seven days a week, 365 days a year to address any support issues you may experience.

Contact us today at 1-877-775-7600 to learn more about how we can extend your organization's real-time communication capabilities and more.



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