

# Combining hosting expertise with managed services for optimal support

## MITIGATE RISK, ENSURE HIGH AVAILABILITY AND REDUCE COSTS

### BUSINESS CHALLENGE

Ensuring high availability for your mission-critical enterprise applications and websites is a significant challenge in today's resource-constrained business environment.

Each application the business introduces to your infrastructure requires multiple technology skills that extend beyond the application itself. To provide stable and secure operations, your staff must also be able to procure, install, tune, maintain, monitor and update the technology and server infrastructure as well as the operating system software. Like many managers, you may be facing difficult budget tradeoffs between wanting to ensure the reliability and availability of your environments and the costs of hiring, retraining and updating the skills of your IT staff.

Beyond personnel requirements, achieving high availability requires continual investment in the server, storage, and network infrastructure supporting your mission-critical applications and websites. With capital budgets tightening every day, money for new hardware is scarce at best.

Businesses are left at a crossroads. There's no question that they can't afford downtime, which impacts both the bottom line and their reputation. Yet, building and managing a highly available environment is a costly and resource-intensive undertaking in its own right.

Companies today need expert administration of multiple and often numerous technologies, access to reliable, flexible and robust IT environments, 24x7x365 monitoring, and the ability to rapidly respond to availability threats. And they need it all at a price they can afford.

With more than 20 years of combined hosting and managed services experience, Rolta TUSC is poised to help. Our consultants expertly design, host, monitor and manage your infrastructure, helping you significantly reduce costs while providing the peace of mind that your systems are available and protected — all the time.

### SOLUTION OVERVIEW

With more than 20 years of experience, Rolta TUSC combines a unique mix of consulting, application management and hosting services to ensure the availability, security and performance of your enterprise applications and mission-critical websites. Whether your applications require a single server or a complex, global architecture, Rolta TUSC consultants work in partnership with you to design a custom infrastructure and management process that will meet your specific business requirements.

An Oracle Certified Advantage partner and a Microsoft Gold Certified partner, Rolta TUSC specializes in creating, hosting and managing highly available environments for mission-critical platforms including Oracle, Microsoft and web technologies. We support Linux, Windows and Unix operating environments.

### BENEFITS

- **Reduce downtime and mitigate risk**—Experienced technicians implement new technology features and perform the latest upgrades in our secure data centers, maximizing uptime and system performance.
- **Lower total cost of ownership**—Reduce or eliminate costs for daily management of your IT infrastructure, as well as training and vendor management expenses. Shift high capital expenses for new technology to predictable operating expenses.
- **Improve service levels**—24 x 7 x 365 monitoring and expert administration ensure you receive immediate response to events that affect the availability and performance of your IT environment.
- **Ensure flexibility and scalability**—Applications are deployed within a robust architecture designed for future scalability as application and/or performance needs change.

## TESTIMONIALS

“Due to a tight schedule, our development team is working a schedule that spans 20 hours per day, 7 days a week in development centers in the US and India. We needed a hosting partner that could jump right in and deliver a collaboration solution without slowing down our team and provide support on our schedule. We tried one of the larger SharePoint hosting providers, and were very disappointed with the service. Then we asked Rolta TUSC to deliver our SharePoint site. They migrated our content from the other provider and developed custom utilities to simplify our support needs. Rolta TUSC has helped us stay on track for our product release.”

—Director of Product Management

## ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta's IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world's most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.



## FOR MORE INFORMATION

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## SOLUTION DETAILS

From design and build-out of your infrastructure in our state-of-the-art data centers, to complete monitoring and management of your servers and storage, Rolta TUSC provides the expertise to ensure high availability, recoverability and scalability of your enterprise applications and online presence. We specialize in providing infrastructure design, hosting and full support for: Oracle EBS, Oracle EPM/Hyperion, Oracle Database, Microsoft Exchange Server, Microsoft SharePoint, Microsoft SQL, SQL Server and web technologies. Whether your business requires a single server or a complex, highly available infrastructure, Rolta TUSC provides technology-specific expertise to ensure:

- **Uptime and Availability**—Rolta TUSC's world-class data centers feature fully redundant power and networks, including UPS, routers, switches and firewalls, that serve as the foundation for your custom server/storage architecture.
- **Responsive Support**—We monitor network availability, bandwidth utilization, server disk usage, CPU utilization, memory usage and NIC card activity on a 24x7x365 basis. We also utilize external services to monitor website availability and analyze usage patterns. All monitoring services trigger real-time alerts regarding potential or existing problems, which are resolved rapidly and accurately. Support, security and communication protocols can be customized as needed.
- **License Version and Change Management**—Rolta TUSC applies patches and upgrades as required by your application provider or your business, eliminating the threat of vulnerabilities. We are a Microsoft SPLA licensed provider and ensure that all licensing is appropriately administered.
- **Disaster Recovery and Backup**—Based on your specific recoverability requirements, we implement custom failover and backup policies.

All services are backed by either Rolta TUSC's standard or a customized SLA, providing the peace of mind you need in today's competitive business environment.