



## OpSource On-Demand - Application Operations

### Ensuring the Best End User Experience While Reducing Costs

OpSource Application Operations is a suite of services providing in-depth management and support of your composite application from initial deployment through production release and ongoing growth. It is backed by a unique 100% application availability service level agreement (SLA) guarantee. Our services help reduce costs by providing the resources to augment your staff by providing performance management and optimization services that ensure your application delivers the best end user experience possible. Application Operations is a key component of OpSource's customer success philosophy – your success is our success.

While most managed hosting providers offer only superficial support of the commercial middleware and supporting application layers, OpSource On-Demand provides a much more in-depth support model based on understanding the composite application you have built on top of the common middleware layers. OpSource invests the time needed to understand the details of your application so that we work with you to successfully manage the performance of your application on an on-going basis, providing a deeper and more valuable management and support service for your application.

#### Application Optimization

OpSource works with our customers to help their development teams increase application performance and efficiency, with the goal of improving customer satisfaction levels, margins and scalability, while reducing costs. During the initial Activations phase, OpSource implements the monitoring necessary to measure availability and provide performance trending data. As your site moves into production, OpSource's Performance Engineering team uses that data to make recommendations on application tuning to improve performance. The team also plays a crucial support role in the ongoing application lifecycle by helping to identify application stress points and resolve problems with application performance and availability.

#### Application Roll Out and Change Management

The heart of our Application Operations service is the end-to-end management we provide throughout the on-demand lifecycle, from initial deployment through production release. These services include ongoing patch management and upgrades, real-time system profiles, and run book and support procedures. New customers start in our Activations phase, where OpSource gathers the detailed requirements necessary to ensure a successful and on time delivery of your environment. We drive the deployment and provisioning of all of the necessary network infrastructure, servers, and storage, then follow it up with the software provisioning, application installation, and application customization required for deployment. Finally, we implement the monitoring necessary to measure your application's availability and performance.

Once deployed, the OpSource Support Team takes ownership of the environment, including the management of day to day requests, security updates, and environment health. Our comprehensive change management process addresses the key elements of change planning, implementation, and follow-through so that application availability and performance can be maintained. The streamlined process ensures that all changes are reviewed, tested, approved, and documented, OpSource takes responsibility for maintaining the operating system and third party applications that form the base of your platform, reviewing vendor and third party security bulletins and patch updates to identify and recommend patches necessary for the system and feeds those patches into the change control process.

#### Compliance

OpSource maintains a number of certification and compliance initiatives, including SAS 70 Type II attestation, Level I PCI DSS certification, salesforce.com certification and EU Safe Harbor certification. These initiatives help ensure our customers comply with their own internal controls and regulatory requirements, and can help you overcome sales hurdles when you present your solution to your target market and save hundreds of thousands of dollars.

#### Database Management

OpSource's dedicated team of industry veterans provides world-class support to complex Oracle, MySQL, and Microsoft SQL database implementations. During the Activations phase, our Database Management team provides database architecture and design support for your database implementation, leveraging their expertise to provide input on the best configuration and performance tuning for your needs. During production, the team provides 24x7x365 troubleshooting and resolution of database availability and performance issues as well as ongoing database maintenance related to performance, disk space, error logs, backups, and recoveries. The team also stands ready to support future database upgrades including planning, scheduling, testing, and coordination.

#### Performance Management

OpSource manages the availability and performance of your application, backed on our industry leading 100% application uptime guarantee. Our multipoint monitoring systems include:

- Public IP Monitoring establishing core application response metrics
- Core System Monitoring for system level metrics such as CPU, disk, processor and I/O utilization and performance, as well as to identify the health of specific software processes running on the server.
- Transaction-based User Experience Monitoring using synthetic transactions to test end to end processes within your application.

## You Build It. We Deliver It.

Our 24x7x365 Customer Care Center is staffed with experienced technicians leverage their in-depth domain knowledge to resolve Severity 1 and Severity 2 issues immediately and drive responses to other identified issues. Focused on 100% customer satisfaction, their goal is to ensure your application is available and performing at all times.

### 100% Uptime, Guaranteed

OpSource believes that a customer's application should be available 100% of the time. In fact, OpSource considers it a requirement for an on-demand business, and because we are so confident in our ability to effectively manage applications, we guarantee it. With OpSource SLAs, if an application experiences any unplanned downtime, OpSource will issue service credits to the customer.

## About OpSource

OpSource™ delivers Software-as-a-Service (SaaS) and Web applications for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand™, the leading Web operations solution, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. Further, by using OpSource Connect™ companies can leverage Web services such as OpSource Billing CLM™, OpSource Analytics™ and OpSource End User Support™ and integrate their applications with other SaaS applications over the Internet as well as with enterprise applications behind the corporate firewall. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based Pricing, a pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit [www.opsource.net](http://www.opsource.net).



**OpSource™**  
The Business of Web Operations

Corporate Headquarters  
5201 Great America Parkway  
Suite 120  
Santa Clara, CA 95054  
1-800-664-9973 (USA)  
+44 207 043 1240 (UK)  
[sales@opsource.net](mailto:sales@opsource.net)  
[www.opsource.net](http://www.opsource.net)