



OpSource On-Demand - Technical Operations

Delivering a Foundation for On-Demand Businesses

OpSource's Technical Operations services provide a foundation of highly scalable and reliable infrastructure combined with technical expertise focused on delivering a highly available, agile, and reliable platform for on-demand applications. As part of OpSource On-Demand, we provide and maintain all the assets required to bring your web application to market, including the data center, internet connectivity, private network, servers, storage, firewalls, load balancers, and backup infrastructure. Custom applications are deployed in a grid of dedicated and virtualized systems that are built using best practices designed to optimize application uptime, scalability, and processing power. All systems are deployed on customer private networks with full network security delivered through our robust carrier grade infrastructure.

While many managed hosting providers offer mission critical services such as firewall protection or load balancing as an optional "add on" to their basic offering, OpSource includes all of the key components needed to reliably power an on-demand application as a standard part of the service. This all-inclusive model provides a better, more robust platform for growth and ensures you won't find yourself hit with additional and unexpected fees down the road.

Data Center Infrastructure

OpSource On-Demand manages your application in state of the art facilities located in Ashburn, VA, San Jose, CA, and London, England. Each facility meets or exceeds Tier III standards (the highest commercially available datacenter rating) as measured by the Uptime Institute. These facilities are engineered to the highest standards, ensuring your application's availability and security.

Network Infrastructure

OpSource has created a network engineered from the ground up to accommodate the demands of highly available, on-demand applications. It provides feature-rich capabilities that can be customized to your application's needs including:

- Redundant, multi-homed Tier I network connectivity with redundant switching and routing core
- 100% carrier grade firewall and load balancing infrastructure
- Support for dedicated circuits and multiple VPN clients
- Secure network segment for monitoring and management access

The OpSource On-Demand service includes all the key network elements required to deliver a reliable Internet application, including:

- Redundant, multi-tier firewall protection with customized, customer specific rule sets
- Redundant, web tier load balancing
- Internet bandwidth, IP addresses, Virtual LAN segments, VPN connections, and more

Features

- Standard OOD pricing includes all the key components to reliably power an on-demand application
- Multiple world-class data center facilities
- Redundant network infrastructure engineered from the ground up
- Wide range of physical and virtual systems available
- Full featured SAN and NAS storage options and multiple backup options
- Fully managed Disaster Recovery options

Benefits

- No hidden add-on costs
- Enables geographically diverse environments and ensures security
- Ensures highly available on-demand applications
- Allows customizable environments to meet specific customer needs
- Ensures your data is there when you need it
- Piece of mind knowing that in case of a disaster your application will be up and running quickly

Server Infrastructure

OpSource leverages a grid of dedicated and virtualized systems managed with best practices to ensure we can meet our customer's requirements for application uptime, performance, and scalability. Customer can work with OpSource to design a configuration with a mix of physical and virtual servers running Microsoft Windows or RedHat Linux operating systems. All systems are deployed on customer private networks along with full network security.

You Build It. We Deliver It.

Security

A successful on-demand application requires a robust security implementation. With OpSource On-Demand, the solutions necessary to protect our customers' application and data assets are included with the service. OpSource On-Demand is guided by a "defense-in-depth" security strategy, in which a series of security layers are implemented so that no single solution is relied upon to provide security. These layers include firewall protection, intrusion detection, and thread management and remediation that can address Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, worms or botnets.

Storage and Backup

OpSource On-Demand provides customers with access to a full featured SAN and NAS portfolio that supports multiple levels of data performance and protection using either Fibre Channel or Serial ATA (SATA) technologies. All OpSource On-Demand servers include disk to disk backup protection using a 28 day, father/son retention scheme. For data in SAN or NAS storage, OpSource offers 2 day, 28 day and 90 day retention options.

Disaster Recovery and OpSource Multisite Service

Our fully managed Disaster Recovery option provides a path to recovery in the event of a natural or man-made disaster affecting the primary data center. Similarly, our Multisite service addresses the needs of customers looking to take full advantage of OpSource's worldwide data center footprint for both day to day business as well as disaster recovery. Our disaster recovery services include a Service Level Agreement with a 48 hour Recovery Time Objective (RTO) and 24 hour Recovery Point Objective (RPO).

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.opsources.net.



OpSource™
The Business of Web Operations

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