

Managed Services

Oracle Application Hosting Services

Why are our Partnerships so successful where others fail to meet client expectations?

Overview

Sierra Atlantic's Application Hosting Services revolutionise the way in which businesses deploy and support Oracle Applications. By delivering Oracle Applications over the Internet as a service rather than a product, and by changing the way, in which ERP and CRM are installed, maintained and scaled, our Hosting solution enables companies who have previously wanted to own Oracle for its high functionality and sophistication of Oracle Applications, but considered the cost too high.

Using a combination of software, hardware, networking technologies and technical expertise, Sierra Atlantic's Hosting Services provide superior performance, increased security, reliability and scalability over traditional corporate-owned, in-house systems without a significant up-front financial commitment. Sierra Atlantic hosts Oracle Applications and databases, which allows us to provide a 100% integrated suite of Applications that helps our clients leverage the latest technologies with the least amount of risk and expense.

Adding Oracle Database Administration

Sierra Atlantic's Oracle Database Administration Services are backed by highly qualified staff. We pride ourselves on our ability to partner with our clients to offer customer specific solutions for all their Oracle Applications and database Hosting needs - from up-times, disaster recovery and backup strategy to fail-over options. Sierra Atlantic manages all the backend hardware and infrastructure so that our clients can concentrate on their core businesses.

Adding Security, Backup, Scalability and Disaster Recovery

With Sierra Atlantic's standby option, enterprise customers need not worry about data loss. In the event that the primary database is destroyed or corrupted, a failover will be performed. This option creates a database replica by applying current transaction histories. Nokia's [®] VPN hardware & software products form the heart of Sierra Atlantic's VPN solution.

Sierra Atlantic's HostWatch™ services includes a complete hosted environment and a ready source of Oracle expertise. Client is relieved of the responsibility of finding, training, and retaining staff members who are experts on the Oracle database, Linux administration, and your environment. Sierra Atlantic's HostWatch™ redefines facility hosting services by combining world-class data centres with strong network engineering expertise, a global IP network, superior customer support, level 4 facility security and backup.

Scope of Services – HostWatch™

- 24 X 7 proactive monitoring
- 24 X 7 production down support
- SAS70 Type II Compliance
- Support of required e-Business suite professional users, self service users and external users for Oracle iSupplier/iSupport/iRecruitment modules
- Support of up to 3 Oracle applications instances
- Free Oracle database and applications point release up-grades
- Single point of contact with an experienced primary and backup DBA
- Three-Level Escalation Support
- Performance tuning
- Backup and recovery
- Controlled Access
- Defined User Account Creation
- Encrypted IPSec VPN
- Firewall Deployment and Monitoring
- Optional help desk support
- Flat Fee Pricing
- Weekly status reports
- E-mail notifications

Benefits of Sierra Atlantic Application Hosting Services

- Best – in Breed Solutions
- Superior Performance
- Increased Security
- Greater Reliability
- Greater Cost – Effectiveness
- Unmatched Scalability
- Lower Risk
- Low Up-Front Financial Commitment

Sierra Atlantic endorsed at Collaborate 2007

Charles E. Phillips Jr.
President,
Oracle Corporation



Benefits

By combining software, hardware, networking technologies, and technical expertise, Sierra Atlantic's hosting model provides superior performance and increased security, reliability, and scalability over traditional corporate-owned, in-house run applications without a significant up-front financial commitment. Sierra Atlantic hosts only Oracle Applications, which allows us to provide a "best-in-breed" solution and gives our clients the ability to leverage the latest technology with low risk and expense.

Management Information

Sierra Atlantic offers the complete MIS reporting package, including Dashboards, Scorecards and key performance indicators (KPI's).

Data Centre Facilities

Sierra Atlantic partners with SAVVIS Communications, a global IT utility services provider. SAVVIS leads the industry in delivering secure, reliable and scalable hosting, network and application services. Its strategic approach combines the use of virtualization technology, a utility services model, and automated software management and provisioning systems. With an IT services platform that extends to 45 countries, SAVVIS is one of the world's largest providers of IP computing services. Each of our state-of-the-art IDC's provides reliable, redundant and high-performance infrastructure demanded by today's mission-critical Internet systems. Inside each IDC you will find the following features:

- **Redundant Connectivity**

The IDC infrastructure is based on the n+1 engineering model. Using this model, engineers determine the total capacity requirement for a specific element of infrastructure, such as bandwidth, electrical power or air conditioning. The capacity requirement is then spread across "n+1" (or "n+multiple") infrastructure components (UPS systems, air handlers, etc.) with "n" being the total load required, and "1" being the additional component that carries the full capacity requirement if "n" fails. If one of the IDC components fails, the remaining "n" components take up the load with no reduction in the level of IDC performance or security. The n+1 engineering model virtually eliminates any single point of failure. Each IDC has a "nerve centre" called the Network Control Centre (NCC). The entire facility, network and customer systems are carefully monitored and managed by the NCC staff, who are available 24 x 7 via a toll free support line.

- **Monitoring**

Our Internet Data Centres (IDC's) combine around-the-clock systems management with onsite personnel trained in networking, internet and systems management areas. Each IDC supports redundant power supplies. The result is a physical and technical environment that provides customers the reliability and flexibility necessary to outsource their mission-critical internet operations.

- **Security**

Video-surveillance cameras, security alarms and on-site 24-hour security personnel ensure the security and integrity of each IDC. Co-location customers are allowed 24-hour access to the facility through a secure key-card access system and biometric sensors that authorise IDC clearance. These systems allow only designated company personnel physical access to the IDCs. In addition, the IDCs also feature security breach alarms, and electronic motion sensors that detect and react to movement within and around the perimeter of the IDC.

- **VPN**

Our VPN solution is based on IPsec, and a single VPN gateway can deliver 6 Mb/sec of 3DES/SHA-1 encrypted throughput with support for 250 users.



About Sierra Atlantic

Sierra Atlantic is the leader in offshoring enterprise applications and outsourced product development. With expertise derived from deep R&D relationships with enterprise software leaders such as Oracle and Microsoft, we provide full lifecycle product development and IT services including implementation, integration, development, testing and support. Sierra Atlantic is amongst the largest IT services companies, offering services in the "New Oracle Economy", Outsourced Product Development and Microsoft competencies, with global delivery from both India and China. Over 200 active customers currently address their business needs leveraging our Nshore™ methodology and best-in-class Global delivery capabilities. A recognized leader in quality, Sierra Atlantic has been the recipient of many distinguished awards including Oracle Partner of the Year, Microsoft Gold Certified and NXT Delivery Partner, IDC DQ Top 20, and Great Places to Work. Sierra Atlantic is headquartered in Fremont, California and maintains operations in 16 countries across North America, Europe and Asia Pacific. For more information, please visit www.SierraAtlantic.com.

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