

Managed VMware Hosting Services

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Flexibility and On-Demand Scalability

Keeping your IT operation efficient and scalable can be a daunting task. With demands for rapid application deployments and limited time to create a proper roadmap, the typical response has been to provision a new server and add it to the server farm as new applications are developed. However, the long-term impact of this approach is server sprawl with low utilization; potential single points of failure; inefficiency; and ultimately more capital expenditures.

365SupportDesk's Fully Managed VMware Hosting Services facilitate server consolidation and optimize the infrastructure investments you make with us. In addition, your solution can be configured for rapid deployment and take advantage of various high-availability features such as dynamic load balancing, all in a cost-effective manner. Most importantly, 365SupportDesk's Managed VMware Hosting Services are built on the same all inclusive philosophy as our traditional fully managed hosting solutions and backed by industry leading guarantees.

Managed VMware Hosting Services are a natural extension of 365SupportDesk's leading managed services. Your mission-critical infrastructure receives only the highest level of attention from our technical team, and now you benefit from an added layer of expertise with 365SupportDesk's VMware Certified Professionals (VCP) who will help you get the most out of your advanced VMware hosting environment. This lets you concentrate on your key business applications while we ensure your systems are "always available and always secure".

Virtualization as a Hosted Service— While virtualization technology has existed for high-end corporate computing environments for several years, only a single operating system could be deployed on a physical machine. Today, most organizations run heterogeneous



environments with multiple operating systems and applications.

365SupportDesk's Managed VMware Hosting Services enable you to deploy a virtual environment that is operating system agnostic on fewer physical servers since each virtual machine is independent of the other. Moreover, each partition can be set with specific resource thresholds (CPU, memory) so that critical applications do not compete with other applications for the server resources.

Increased Reliability and Availability— Performing maintenance or upgrades in the traditional physical server world requires spare hardware and inevitable planned downtime. In a VMware environment, 365SupportDesk can provide live migrations of virtual machines to other physical servers in your environment temporarily for in-place upgrades and maintenance thereby eliminating server downtime and any impact to your customers.

VMware Certified Support— 365SupportDesk's VCPs are highly trained to manage your virtualized hosting solution. By leveraging VMware VirtualCenter, we centrally manage your virtual and physical server environment to achieve the highest levels of efficiency and availability. When you combine our expertise in operating systems, networking, security and storage management with your advanced VMware solution, you can rely on 365SupportDesk to monitor and manage your IT infrastructure every hour of every day.

Key Benefits

- **Server Consolidation:** Reduce the number of servers required to support your applications through virtualization .
- **Rapid Deployment:** Add virtual machines (VMs) quickly for new applications or development sandboxes
- **Dynamic Resource Allocation:** Move VMs to other servers automatically based on resource thresholds.
- **Seamless Disaster Recovery:** VMs can failover to other physical servers for instant disaster recovery and higher availability
- **Economical Price Point:** Leverage a creative licensing program in which you only pay for the number of VMs you need

The 365SupportDesk Advantage

- **High-Availability:** Robust data centers offer a level of availability, redundancy and security impossible to match for most in-house operations.
- **Solution Design:** Assistance with the sizing and design of your virtualized environment and on-going performance tuning
- **Industry-leading Security:** Proactive security monitoring and patch management to eliminate the threat of vulnerabilities.
- **Customer Focus and Support:** 24x7 monitoring using leading-edge management tools and comprehensive reporting.
- **Service Level Agreements (SLAs):** Provides our guarantee of reliability, security and performance of your solution.