

A Case in Points



CPA Global is one of the leading legal outsourcing companies in the world with offices across the United States, Europe, Asia and the Pacific.

Challenge:

- CPA needed to confirm the health of their virtualized infrastructure
- Internal support team could not successfully complete their complex virtualized infrastructure

Solution:

- Global Virtustream Managed Services Support agreement that includes regular designated health checks with full reporting, 24/7/365 Global Telephone & Web Ex Support, with designated on site support days

Results:

- Ability to recover quickly from potentially costly incidents with 3rd Line virtual infrastructure support available to CPA technical staff globally
- Infrastructure is managed to optimal levels with a number of issues reduced, improved uptime statistics, reduced revenue loss

“I trust my team, but having a documented; independant review on a regular basis from an acknowledged leader in the field keeps us honest and helps us spot potential issues before they arise..... my team can call a single number at anytime of the day from anywhere in the world and get consultant level support from Virtustream. This is very reassuring to me.”

Mark Herridge
Technical Architect
CPA Global

Fully Integrated, Highly Specialized Application Services Solutions

Your business applications are meant to work for your business. In today's increasingly complex business environment, however, it frequently works the other way, especially as applications gain in sophistication and businesses face rapidly changing use-case scenarios. Managers are now frequently forced to devote scarce time, focus and resources to supporting the applications that are supposed to be supporting them.

There's a better way: Virtustream's Application Management services. Leading companies are rapidly stepping outside traditional in-house thinking and outsourcing information technology and business processes to achieve strategic advantage, drive efficiency and gain cost savings.

From conceptual design through implementation and ongoing maintenance, Virtustream's Application Services solutions and industry leading Service Level Agreements enable companies to expand capabilities and nimbly respond to changing business needs and priorities while controlling costs and reducing risk. Virtustream draws on its unrivaled legacy and deep expertise in virtualized enterprise solutions and outsourcing to partner with businesses to create solutions that offer significant operational efficiencies and return on investment.

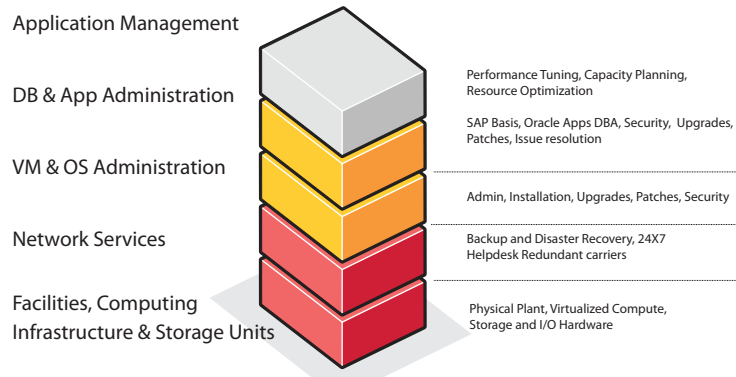
Our Application Services not only reduce operating and support costs while efficiently maintaining and administering applications with improved service levels, but also free businesses from everyday applications-related challenges. Using our well-defined processes and tools that provide real-time metrics we can detect, diagnose, repair and report the service quality of complex business transactions, allowing you to redeploy IT resources on core business functions and growth strategies.

Our approach helps you move to a full service model that focuses on generating value and increasing productivity. Our clients can rely on Virtustream to manage and operate their applications so that client business analysts can focus their attention on configuring and developing the functionality of the applications to support business needs. In fact, Virtustream Managed Services will result in lower application operating costs so that more funding is available to be invested in business functionality.

Virtustream's suite of Application Services include:

- ERP Hosting
- Messaging
- Virtual Desktop Services
- System Administration & Database Services
- Application Management
- Performance Management

Virtustream's Application Services Stack



Monitoring | Management | Optimization **XStream** Source: Virtustream, Inc., 2010.

Freedom From Everyday Application Related Challenges.... Freedom to Optimize and Grow Your Business.

ABOUT VIRTUSTREAM

Virtustream is an infrastructure services firm committed to helping clients actualize the enterprise cloud by providing strategy, integration and managed services leveraging virtualization technologies, and xStream, our secure cloud platform.

Virtustream delivers efficient infrastructure solutions, backed by guaranteed service levels and an industry leading resource based pricing model, based on the company's three pillars of service excellence including Professional Services, Cloud Services and Managed Services. Through a self-service, automated foundation built on nine years of virtualization expertise, Virtustream delivers flexibility that allows clients to capitalize on the flux of today's dynamic business requirements.

Headquartered in Washington, D.C., the privately held company also has offices in London, Dublin and the Channel Islands.

ERP Hosting

Virtustream specializes in virtualized ERP infrastructure management, including technical administration of the application and underlying OS, job management and proactive maintenance. Our ERP Hosting services are backed by industry-leading SLAs for availability, reliability, data backup, system response time, incident response time and patch timeliness.

Messaging Services

Virtustream's Messaging Services are designed to provide unified communications and increased collaboration for today's increasingly complex workforce. Employees need constant and consistent access to each other, their contacts and their information across many standard and/or new messaging technologies. Our messaging management services can help you to increase productivity, security and flexibility while supporting changing business, privacy and compliancy requirements. These solutions include on or off-site management options.

Virtual Desktop Services

Virtustream offers management and support services for highly flexible virtual desktop environments. These environments provide all the security and efficiency of traditional systems including personalized desktops. Our support teams provide help desk services, software upgrades, anti-virus and patching, as well as back-up and restoration.

System Administration and Database Services

Virtustream System Administration and Database services offer clients the capability to manage the entire application stack at all specific levels from the virtual machine itself through its operating system and database to the enterprise application, including installing, tuning, refreshing, patching and even upgrading.

Application Management

Virtustream offers a complete suite of services that spans the spectrum of Application Management. Our team can supplement your IT staff, co-manage applications with you or manage your entire set of applications depending on your needs and business objectives. We can manage your industry standard applications, as well as custom applications designed using standard components such as MS SQL, Oracle, .net, Java, etc. We also ensure that you have access to support personnel with the right skill sets to manage and troubleshoot your applications 24 hours a day, 7 days a week, 365 days a year. We are ISO 9001 and ISO 20000 certified and SAS70 compliant.

Performance Management

Competitive forces and pressure from users, clients, partners and investors is forcing businesses to move to 24 x 7 computing, increasing the need to ensure maximum performance and minimum downtime. Our performance management services include capacity management, hardware availability & performance monitoring, Virtual Machine monitoring, transactional performance management of web based applications utilizing .net & SQL and Virtualized Desktop performance management.

For more information on Virtustream and Virtustream's xStream platform, please contact info@virtustream.com

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