

# ITaaS - Datacenter Hosting and Management



## Overview

Allied Digital's Datacenter Hosting and Management ensures that our clients will enjoy all the service and flexibility of a dedicated datacenter, powered by industry leading hardware and software technologies (i.e. HP, Cisco, Dell, IBM, VMware, etc.), while also deriving all the cost benefits associated with a public cloud. The infrastructure is strategically hosted in multiple US and India cities, and has been designed and configured to exceed the most stringent compliance requirements in the industry.



## What We Offer

Every Allied Digital Datacenter Hosting engagement begins with a meticulously planned and carefully executed datacenter migration process to ensure a timely and smooth process that minimize migration disruption to users. Our datacenter experts can even be called upon to modernize legacy applications that were never designed for today's modern cloud technologies by either porting or completely rewriting legacy applications. Continuous Replication that ensures smooth and zero downtime Disaster Recovery is also an essential component of our Data Center Hosting solution.

Our offering includes:

- Data Center Hosting and Migration
- Provision of monitoring and support services for all devices within the data center.
- Hosting facilities, physical security and internet bandwidth.
- Data management services for backup and restore.
- Fault-tolerant, secure environment and services to ensure 24x7x365 availability.
- Dashboard reporting of services to the management as per SLAs.
- Change Management and Governance program and partner relationship.

## Our Datacenter Facility

Allied Digital's Datacenter is Tier III / IV, SAS 70 compliant and specializes in housing mission critical as well as business critical systems. A strategic secondary site has been provided to ensure business continuity in the event of a disaster. Server clusters, database replication, and tape backups are all employed to ensure that the Allied Digital Datacenter can recover with minimal interruption to business and no loss of critical data. Our datacenter is regularly tested, subjected to routine industry audits, and frequently found to provide significant benefits to clients who require the most stringent levels of compliance (i.e. PCI, SoX, HIPPA, GLBA).

- Built in secure facilities, Firewall, IDS
- Uninterrupted power Supply System
- FM 200 - Fire Suppression System
- Biometrics Access System
- 24x7 CCTV surveillance system
- Intrusion alarms, with audit trails
- Water leak detection system
- Central monitoring System
- Precision Air-Conditioner unit
- Raised floor System
- Phone logging system

## Business Value

- Complete hardware, related OS, database, and implementation as per customer request.
- Provision of monitoring and support services for all devices within the four walls of data center.
- Hosting facilities, physical security and internet bandwidth.
- Data management services for backup and restore.
- Fault-tolerant, secure environment and services to ensure 24x7x365 availability.
- Dashboard reporting of services to the management as per SLAs.
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## Service Line Card

Service Area	Services Detail
<b>Infrastructure Monitoring &amp; Management</b>	<ul style="list-style-type: none"> <li>• Deep monitoring of all Business Service layers of hosted service.</li> <li>• Our monitoring service is categorized as Business Service Monitoring.</li> <li>• We monitor end to end Infrastructure component which plays a vital role in delivering the application to the customer. Hardware, OS, Database, Application and Web site is monitored 24x7.</li> <li>• All the events are correlated to represent the overall health of the service.</li> <li>• Dedicated Custom Dashboard and Reporting is available to each customer over the web.</li> <li>• Our engineers provide 24/7 monitoring and remediation from our ISO 27001 certified NOC in India and on-site engineers at our data centers.</li> </ul>
<b>Information SecurityData</b>	<ul style="list-style-type: none"> <li>• End to end monitoring and analysis of security events.</li> <li>• Our Security Reporting meets most of the requirements specified by PCI, Serbans Oxley and HIPAA standard.</li> <li>• Monthly reporting of Security Events, Types, Severity and Risk/Impact is provided.</li> <li>• We also conduct 3rd party Vulnerability Analysis and Penetration testing of our Private cloud to ensure security of the infrastructure.</li> </ul>
<b>Backup</b>	<ul style="list-style-type: none"> <li>• Allied Digital's Data Backup Service is customized for each customer.</li> <li>• We have dedicated, custom backup profile, schedule and archival rules as per the customer needs.</li> <li>• Our backup service is granular in nature so that we have an ability to restore the smallest piece of data quicker.</li> </ul>
<b>Disaster Recovery</b>	<ul style="list-style-type: none"> <li>• Dedicated DR setup.</li> <li>• We offer Yearly DR drills to our customers to give them confidence that our DR solution works.</li> <li>• Customized RPO/RTO as per the customer needs.</li> </ul>
<b>Help Desk</b>	<ul style="list-style-type: none"> <li>• Dedicated SPOC, 1-800 number for each customer</li> <li>• Help desk will log all IT issues, including account setups, user hardware/software, applications, training issues, coordinating field support etc.</li> <li>• Help Desk personnel will have awareness and expertise about the customer's IT environment.</li> <li>• Extensive Helpdesk Monthly Reporting like Average Time to Answer, Average Hold time, Call Abandon rates, SLA etc.</li> </ul>
<b>Internet Bandwidth</b>	<ul style="list-style-type: none"> <li>• Unlimited Internet data transfer included in monthly fee.</li> </ul>
<b>Project Management Office</b>	<ul style="list-style-type: none"> <li>• Dedicated Project Management Team for Customer On-boarding.</li> <li>• Project tracking and Status Reporting based on PMI Standard.</li> </ul>
<b>LANDesk Experience</b>	<ul style="list-style-type: none"> <li>• Experience in working with LANDesk support team for last 6 years.</li> <li>• Certified resources on LANDesk products</li> <li>• Optional implementation and engineering services around LANDesk Products.</li> </ul>

For more information contact us at: [itaas@allieddigital.net](mailto:itaas@allieddigital.net)

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