

Managed Data Center-as-a-Service (MDCaaS)

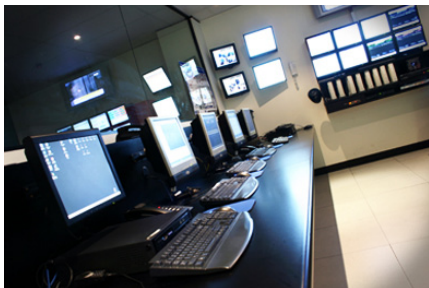


Data Centers are more than just racks, cages and power. At FiberMedia Group, we provide a comprehensive suite of services to ensure your facility, compute, storage and network infrastructure needs are supported effectively and efficiently. With data centers located throughout the New York Metro area and Cleveland, Ohio, our experienced and proven team is fully geared to support your business-specific needs.

As application demands ebb and flow, companies invest in resources to support peak performance. With FiberMedia's MDCaaS solutions, we provide you with peak performance without peak costs.

From remote hands and device monitoring to fully managed cloud services on demand, we offer a comprehensive managed solution geared to delivering value for the enterprise.

Full Life Cycle Support: FiberMedia's team of certified engineers engage our customers' IT and business teams through system design, service transition and ongoing operational support while maintaining a laser-focus on continual improvement.



SLA Based Services: Your mission critical IT infrastructure is monitored and managed 24x7. FiberMedia engineers proactively identify and resolve incidents and problems before they impact business functions, which leaves our customers' core IT staff to focus on strategic business goals.



According to TABB Group's 2010 Virtualization and Cloud survey:

- More than 60% of study participants measure utilization in their data centers
- Nearly three-quarters of study participants utilize virtualization with VMWare providing the software in 85% of cases
- 72% of the respondents cite security as a concern when looking at cloud computing

Capabilities and service offerings include:

- Colocation facilities, including cabinets, cages & private suites
- Fully redundant N+1 power & back-up systems
- Carrier-neutral connectivity from multiple providers
- Cloud platform delivers fully managed infrastructure & storage on-demand (IaaS)
- Network Operations Center (NOC) services
- 24/7 remote hands

- Application support, maintenance & administration
- Migration planning
- Storage, mirroring & backup
- Disaster recovery services
- Dedicated & shared work room seats
- Business continuity services
- Network design, support & operations
- Capacity planning
- Extensive customer amenities

FiberMedia's Data Center network includes:

MDCaaS | Service Offering Descriptions

Cloud Computing

- FiberMedia cloud solutions are based on the industry-leading VMware vCloud solution set, which allows you to leverage the power of cloud computing while retaining the flexibility and open standards necessary to support and enhance your existing IT infrastructure.
- Utilizing our scalable cloud solutions, you'll be able to run, secure and manage applications in your private cloud or move them to our hosted public clouds powered by VMware.
- We even offer a hybrid cloud option, providing the best of both private and public cloud solutions.

Data Protection

- Data storage and backup at our SAS 70 Type 2 certified data centers to protect critical data.
- Instant Business recovery options:
 - IBR-60 for continuous replication, which ensures critical data is always protected and readily accessible
 - IBR-Snap for 15 minute snapshots of your entire server
- Secure Vault and Recovery: Eliminate tape with agentless, secure off-site data protection that ensures both your technology and business are truly recoverable.

Business Continuity

- Customized business continuity sites offer both shared and dedicated disaster recovery seats, designed and built to your specifications.
- Pre-configured office and conference room facilities are available in many of our data centers. This includes desks, phones, and connectivity in addition to basic data center infrastructure and space, allowing your business to continue with minimal disruption.
- Geographically dispersed and conveniently located sites provide access to our private, high-speed data center network, allowing data replication in secure, asynchronous modes.

Device Management & Monitoring

- We provide real time, proactive monitoring services that monitor the availability & performance of Business applications and underlying IT Infrastructure components.
 - Servers, Storage, Router, Switch, Firewall, Database and Application services
- Our 24x7 monitoring services include:
 - Performance monitoring
 - Backup status monitoring
 - Anti-virus status monitoring
 - Log file monitoring
 - Availability monitoring

Managed Networking & Security

- Carrier-neutral high-speed interconnection & peering with a multitude of providers including direct, physical-layer connectivity to PTT, long-haul, dark fiber, CLEC, IP transit, TDM/voice & VoIP.
- Security services providing complete protection across the network to safeguard the perimeter, critical internal assets and data, while providing secure access for customers, remote users, and partners.
- Faster, more intelligent routing: Using dynamically controlled BGP, we provide intelligent fail-safe routing, assuring uptime and delivering superior performance.

Remote Hands

- FiberMedia's Remote Hands service provides access to your equipment 24x7x365.
- A quick call or email will have our trained technicians follow your instructions and assist you with anything from resetting a switch to modifying cable layouts to advanced troubleshooting.

Make FiberMedia your trusted partner.

Contact us at 855.808.3300 or

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fibermedia.net

