



## IBM Managed Hosting

*Solutions for small and midsized businesses*



### Highlights

- ***Facilitates rapid solution design and implementation for faster time to market***
- ***Helps improve availability with IBM systems management, security and data backup and restoration services***
- ***Offers superior service level agreements (SLAs)***

***Provides around-the-clock Operations Help Desk and Web portal access***

### **Acquiring the resources you need to grow your business**

Positioning your growing company for success in today's world requires that you leverage information technology (IT) and the Internet to innovate. Whether you're building a Web presence to sell products, moving customer support online, collaborating with partners or streamlining your back office systems, you need a flexible, scalable, security-rich infrastructure and the knowledgeable professionals to support it.

With solutions designed and priced specifically for small and midsized businesses, IBM Managed Hosting can offer a cost-effective, low-risk way to access IT resources without having to make substantial upfront investments. With IBM hosting, you can:

*Focus on what you do best.*

IBM helps you get back to the business of running your business. Your IT staff, saved from countless hours of implementation, routine management,

maintenance and training, can focus on projects that will further develop your core business.

*Reduce costs and optimize return on investment (ROI).*

Our services are designed to reduce the need for a major investment in infrastructure, so you can redirect IT investment dollars to your core processes. An IBM hosting solution can also help you deploy faster, speeding time to market and thereby potentially increasing ROI.

*Simplify planning and budgeting with all-inclusive pricing.*

A one-time set-up fee and single fixed monthly charge per server covers the server hardware, storage, network and security infrastructure, Internet bandwidth, and systems management services.

*Run at full speed, 24x7.*

Downtime is unacceptable to your customers and costly to your business. To help keep your business operating around the clock, IBM offers system redundancy, mirrored service locations and other high-availability options.

*Respond to change quickly.*

With IT infrastructure that can be deployed rapidly, IBM Managed Hosting can help you respond to changing market conditions and seize new revenue opportunities.

## Speeding your time to market

Count on fast solution design and implementation when you choose IBM Managed Hosting. Preconfigured solutions combine dedicated, IBM-managed servers and a shared, virtualized infrastructure, hosted in an IBM-certified data center.

These hosting services are built on standard server platforms supporting Microsoft® Windows® Server 2003, Red Hat Linux®, SUSE Linux, VMware ESX Server and Citrix MetaFrame Server. The service currently supports selected single- and dual-core IBM eServer™ xSeries® and IBM BladeCenter® models.

Additional platforms supported include IBM eServer iSeries™ with IBM OS/400®, eServer pSeries® with IBM AIX®, and Sun Microsystems.

The IBM-designed shared, virtualized hosting infrastructure includes:

- *Redundant Internet connections to your environment from multiple Tier 1 backbone providers, with burstable bandwidth on demand*
- *Virtual private network (VPN) connectivity to give your staff security-rich access to your servers*
- *Virtualized load balancing*
- *Secure sockets layer (SSL) acceleration for enterprise-class performance day in and day out*
- *Managed SAN (storage area network) storage for your data.*

## Optimizing your infrastructure availability

Your hosting solution includes procurement and setup of your servers, plus day-to-day system administration services to keep your environment running smoothly. Around-the-clock

monitoring and reporting, plus fast problem resolution for the servers, operating systems and network infrastructure help to reduce downtime and potential revenue loss.

Security services—including IBM management of virtualized firewalls, vulnerability scanning, installation of security patches and fixes, and anti-virus scanning—are designed to help protect your systems from unauthorized access. Data backup and restoration services are included for managed, reliable backup of your data and system images, with offsite tape storage for added protection.

## Backing our commitments

IBM Managed Hosting solutions are backed by service level agreements (SLAs) for server and Web site availability and network performance. Commitment levels of 99.7 or 99.9 percent are available for the server and Web site availability SLA, based on the redundancy inherent in your Managed Hosting configuration.

## Offering customer service 24x7

Our Operations Help Desk is available around the clock for problem reporting, service requests and status inquiries. Additionally, skilled technicians are available onsite 24x7 to respond to client problems. A password-protected Web portal provides access to performance and utilization data, plus many of our customer support services.

## For more information

To learn more about IBM Managed Hosting, contact your IBM sales representative or IBM Business Partner and visit:

**ibm.com**/services



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Route 100  
Somers, NY 10589  
U.S.A.

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