Facts about Tier 3's Enterprise-grade Virtual Private Cloud Offering

- Cloud **IaaS solution fully managed** thru the operating system yet empowers enterprises with the control and transparency they require and automation that eases operational burdens.
    - Leverage management control portal or API (SOAP and REST) for **complete root level control** of servers, configurations, and policies.
    - R**esource flexibility** via utility pricing based on *resources consumed per hour* and no artificial restrictions on various components (operating systems, server sizes and networking settings).
    - Platform *automates routine operational tasks* such as patches, backup, antivirus as well as security/ vulnerability testing & scanning. Advanced monitoring is built in.
    - Transparent availability data and performance analysis eases management reporting
    - Delegate access to services based on security and compliance policies; includes sub-account capability for simplified control and internal bill-back.

- A**rchitected for risk mitigation and high availability**:   99.999% SLA across entire system, provisioning across clusters with separate ESX hosts, enterprise grade hardware and software – no commodity or whitebox.

- **High performance platform that predictively optimizes cloud performance:** Fully virtualized platform including network, storage, server and IP above the hypervisor. Server-side performance at 5% differential to physical solutions (vs. 20% for competing cloud services.)
    - **Dynamic Allocation** adaptive hypervisor tuning yields improved performance and ensures that larger VMs with multiple processor servers or processor -intensive applications receive additional cycles.
    - Innovative **Autoscaler** with predictive optimization technology for horizontal and vertical scaling only when needed. Ideal for both backend tiers and Microsoft .NET/LAMP applications (vertical) and front-end (horizontal).
    - **Storage**: Dynamic IO analyzes performance needs and storage-motions to the appropriate pool for high performance I/O and efficient allocation; apps are no longer throttled by the attached storage. Pay for capacity separately based upon performance to tune storage costs at a more fine grained level. Achieve **tens of thousands IOPS** per VM for even highest performing apps or data processing. VSAN technology provides secure and isolated access to large storage volumes; gain the benefits of a SAN without the OPEX and CAPEX overhead.

- **Security designed in, compliance and audit-ready policies and monitoring**: secure multi-tenancy, private VLAN and VPN connections, advanced physical and data security features (detailed whitepaper available). SAS 70 Type II audited, support for HIPAA and PCI compliance, SSAE16 and ISO 27001 underway.

- **Robust built-in business continuity:** With every enterprise server deployment Tier 3 keeps multiple copies mirrored locally and replicated automatically to an alternate data center, thus preserving a rolling 14-day backup. A multi-region architecture ensures risk mitigation for single point of failure issues while allowing for complex deployments to be "rolled" across geographic regions.

- **Framework and OS-agnostic cloud orchestration.** Configure complex environments and store as Blueprints to automate deployment, significantly reducing operational complexity. Blueprints include host and network configuration, firewall and firewall rules, load balancing and autoscale rules, and the sequenced events to provision applications. Select common environments from the Tier 3 Public Blueprint Library or store your own best-practice optimized environments in your private library.

- From onboarding through maintenance, **direct to level 3 engineers with deep experience architecting and supporting complex environments.** Highly responsive, team-based approach optimized for security/ compliance and account-specific knowledge but available anytime via chat, email or call; online knowledge base for self-service.