

Tier 3 Enterprise Cloud Platform Features

ENTERPRISE GRADE

- 99.999% SLA across entire platform
- High availability for mission-critical apps - clustering across multiple regions
- Virtual private cloud via VLAN, VSAN, firewalls & more
- Business-ready security & compliance – SSAE 16 audited, support for PCI & HIPAA compliance, ISO 27001 underway
- Built-in business continuity – mirrored locally and rolling backups to geographically diverse datacenters, all hardware intentionally provisioned to < 50% capacity
- Enterprise-grade infrastructure from top tier providers

PERFORMANCE, SCALE & EFFICIENCY

- Intelligent, adaptive hypervisor tuning via Dynamic Allocation
- Predictive, horizontal & vertical Autoscaler
- Dynamic IO auto-tiers for the most efficient use of storage pools; Pay for capacity separate from performance for granular spend management
- 1,000+ IOPS/VM for even the most demanding, high-performance apps; Server-side performance within a 5% differential of physical equipment

COMPLETE VISIBILITY & CONTROL

- Direct server root/administrator level access via RDP and SSH
- Via the Control Portal or API authorized users can:
 - Provision and manage Microsoft- or Linux-based virtual machines
 - View server/systems activity logs of all events & actions
 - Manage organization- and server-level bandwidth usage and billing summaries
 - Analyze server resource allocations and usage and dynamically reallocate as needed
 - Perform basic server administration functions such as: powering off, pausing, resetting, stopping, & rebooting systems
 - Clone & archive servers
 - Manage IP addresses as well as DNS zones & settings
 - Create system snapshots for roll back as needed
 - Create scheduled tasks such as archiving or pausing servers
 - Manage VPN configurations, allowing for remote desktop/SSH access

ORCHESTRATION & AUTOMATION

- Platform is fully managed through OS layer
- Automated environment & application deployments via Blueprint orchestration toolset, comprehensive public Blueprint Marketplace
- Built-in advanced monitoring & reporting
- Routine tasks such as patching, anti-virus, security scanning, vulnerability & intrusion detection are fully automated
- Sub-accounts for simplified internal bill-back or managing multiple customers

CUSTOMER EXPERIENCE

- 24/7 direct to Level 3 support (chat, phone, email), named team of level 3 engineers with deep experience architecting and managing complex environments
- Resource flexibility with utility pricing based on resources consumed per hour
- Identical SLA and management experience across all POP locations

The Enterprise Cloud for Real Business



Complete enterprise-class cloud platform for business-critical applications and services

- High availability and built-in disaster recovery
- High performance for the most demanding apps
- Exceeds corporate security & compliance requirements
- Orchestration and automation free up IT ops
- Growing global footprint enables geo-specific services

Ready to realize cloud agility without compromise? Tier 3 is the cloud for real business.

Recognized by Gartner as a world-class cloud provider, Tier 3 is built from the ground up to exacting enterprise standards: high availability backed by a “five 9’s” uptime SLA across the entire platform, industry-leading security certifications, geo-diverse disaster recovery built in, and performance rivaling on-premise infrastructure. Layer on cutting edge automation and orchestration and Tier 3 is the most complete enterprise-class cloud for businesses large and small.

Technology Partners



ENTERPRISE-GRADE CLOUD BUILT FOR REAL BUSINESS

The Tier 3 enterprise cloud platform is built from the ground up for risk mitigation and quality of service. Its high performance meets the needs of your most demanding business-critical applications.

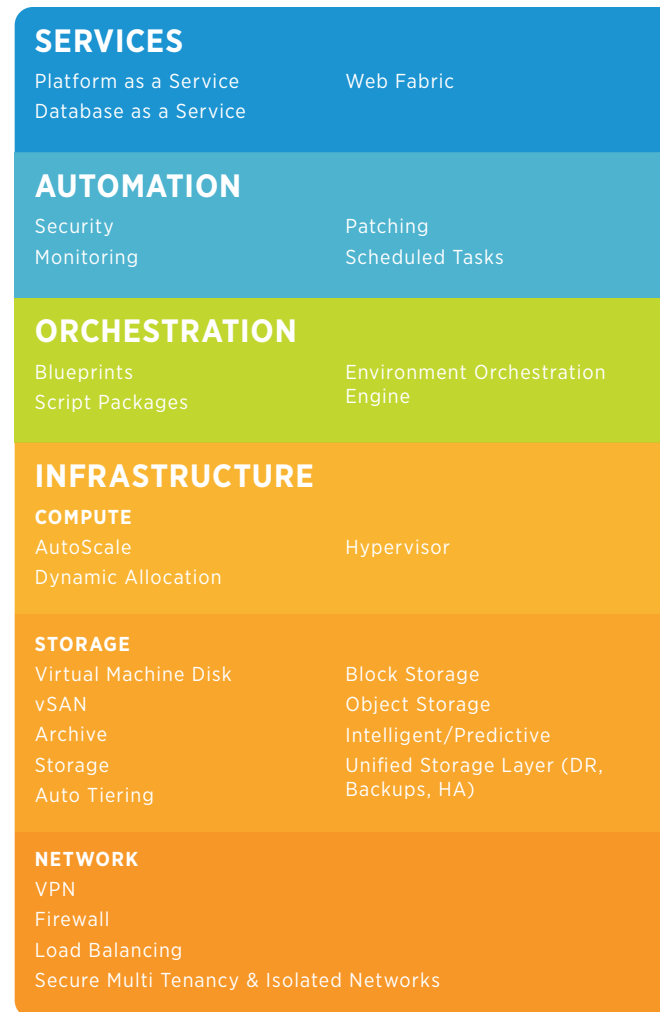
Tier 3 touts an industry leading SLA of 99.999% across servers, network and storage—with resources spread across multiple physical nodes for risk mitigation. As a VMware vCloud Powered service, Tier 3 builds on the enterprise-class virtualization you already trust. But Tier 3 is more than just the best enterprise-grade infrastructure—it provides innovative technology and pioneering predictive optimization across every layer of the solution stack. With server-side performance on par with or within a 5% differential of physical equipment (compared to the typical 25% differential) Tier 3 performance is best in class.

BUSINESS CONTINUITY FOR YOUR DATA AND SYSTEMS

Many organizations struggle to meet their disaster recovery (DR) objectives due to the cost and complexity of building fully redundant systems. But with Tier 3, full geo-diverse DR with rolling 14-day backups are built in—standard in every enterprise server deployment (or rolling 5-day backups with standard server deployments). In the event of a disaster, our hardened data centers provide fault-tolerance and redundancy for all your operations and data. Automated backups ensure that any downtime is minimized, and in the unlikely event of a major service interruption we quickly bring up your entire environment in a secondary data center with the same performance, scale, and capacity of your original systems—ensuring business continuity (RTO of 8 hours, RTP of 24 hours). Tier 3's global network of datacenters also enable customers to architect region-specific DR plans, ensuring compliance with local privacy laws and reducing data transit costs.

AUTOMATION & ORCHESTRATION LOWER IT OPERATION COSTS AND EASE MANAGEMENT BURDEN

Over five years of innovation have resulted in comprehensive automation and orchestration technologies that lower IT costs and ease the burden of managing everything from routine tasks to complex, enterprise-scale systems. Offload patching, workload



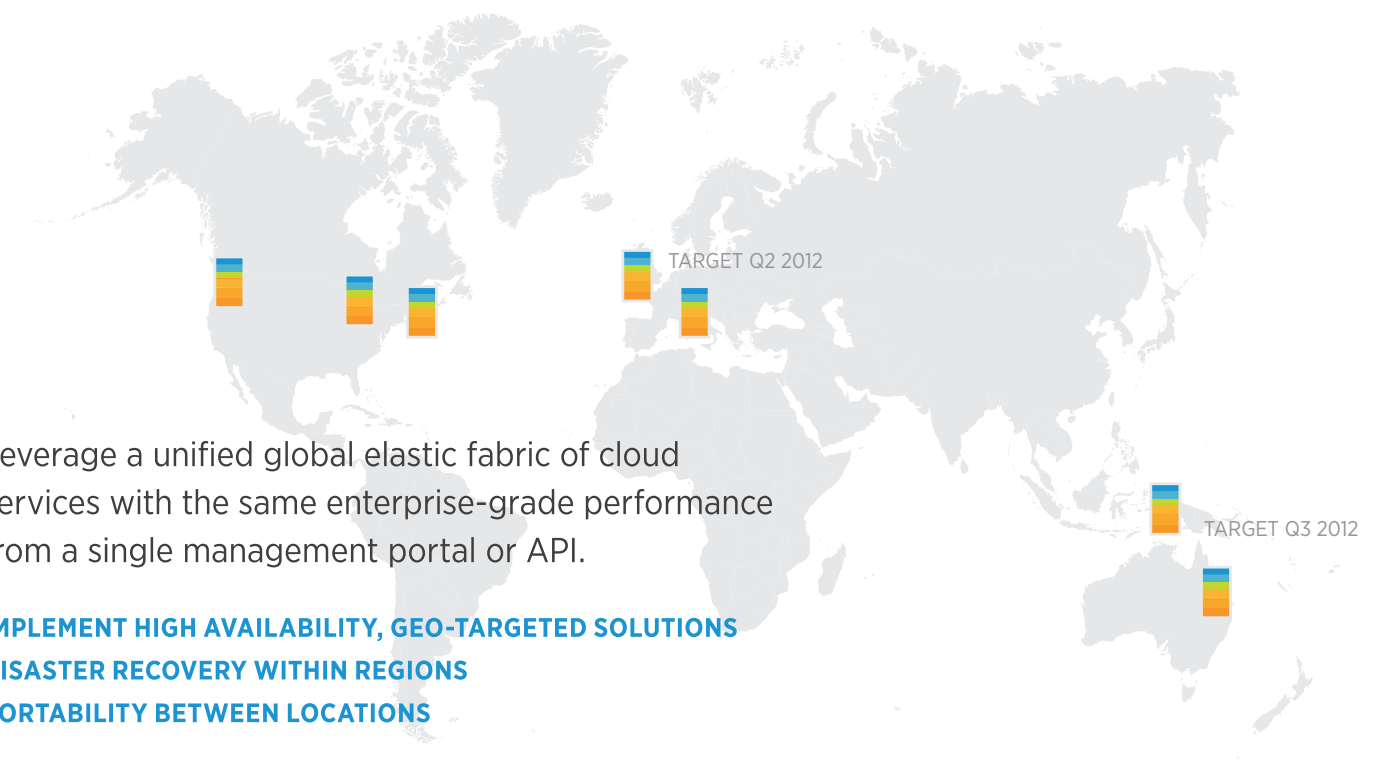
THE TIER 3 TECHNOLOGY STACK

Virtualization technology, intelligence, and automation across every layer of the platform provide unprecedented performance and agility

management, backups and other time-consuming IT chores—all while automatic monitoring and reports apprise of performance across the stack. Unique “group” features means managing a hundred servers is just as easy as a handful, easing truly enterprise-scale build-outs.

Tier 3's orchestration toolset—Blueprints—enables fully automated deployments of best-practice optimized, complex environments and applications to the platform. Configure and publish proprietary Blueprints to a private catalog for internal use only or use the public Tier 3 Blueprint Marketplace for already-optimized configurations—reducing operational support costs

TIER 3 FEDERATED CLOUD NETWORK POP LOCATIONS 2012



Leverage a unified global elastic fabric of cloud services with the same enterprise-grade performance from a single management portal or API.

**IMPLEMENT HIGH AVAILABILITY, GEO-TARGETED SOLUTIONS
DISASTER RECOVERY WITHIN REGIONS
PORTABILITY BETWEEN LOCATIONS**

and speeding implementation time for business users. For example, leverage Tier 3's public Blueprints to spin up fully configured and sized instances of Microsoft Exchange 2010, Microsoft SharePoint 2010, or a complete LAMP stack with just a few clicks. For customers in service businesses, publishing Blueprints to the public Tier 3 Blueprint Marketplace enables industry partners and customers to adopt and deploy your services quickly and easily.

GLOBAL ELASTIC FABRIC OF CLOUD SERVICES

Tier 3's federated cloud model provides customers with growing global footprint that meets the needs of multinational businesses. Tier 3 has a number of POP (Point of Presence) locations provisioned in Equinix and CFN Services facilities throughout North America, with expansion into Europe, Asia and South America underway. Customers can leverage a global elastic fabric of cloud services for high availability and geo-specific services—all managed by Tier 3 to deliver the same exacting standards for scalability, performance, security and interoperability—and all easily accessible via a single management portal. Since the Tier 3 platform supports rapid deployment of new POPs wherever they may be required, it has the flexibility and agility to meet evolving business, legal or regulatory compliance needs.

SECURITY AND COMPLIANCE FOR VITAL SYSTEMS AND DATA

Tier 3's high-performance systems are protected with enterprise-level security via our “defense in depth” approach spanning both physical and virtual environments. Already SSAE 16 audited, our stringent policies and monitoring help you enforce any corporate security and compliance requirements and can help customers achieve HIPAA and PCI compliance. Secure direct connections through: VPN, MPLS, Ethernet Exchanges, and cross connects let you extend your network with enterprise-grade cloud resources from behind your company's firewall.

EXPERT SUPPORT AND ONBOARDING SERVICES

Tier 3 includes direct, anytime access to our level 3 engineers who have experience architecting, implementing and operating complex technical environments for virtually any type of business. A team-based approach ensures support by an engineer who is familiar with your environment. Operational support is tailored to each customer, giving you the flexibility to offload anything from routine maintenance and operational tasks to complete architecting strategies, speeding your migration to our innovative Enterprise Cloud Platform.