

## The Cetrom Difference

As your technology partner, Cetrom knows the importance of a complete, end-to-end solution for information technology. That's why every customer receives a full list of components that complement their hosted applications — a truly comprehensive technology solution.

### Best-in-class Technology Infrastructure

- Redundant gigabit fiber optic Internet connections and separate backbones
- Redundant, uninterruptible power supplies including battery backup and diesel generators
- Fault-tolerant, name-brand servers, redundant file and print services
- RAID-protected disk and data storage for both hosted and third-party applications
- 128-bit SSL certificate encryption – the same level used by financial institutions
- Systems administration, with access and permission levels determined by the client

### Security & Business Continuity

- Enterprise anti-virus protection updated before the start of each business day
- Enterprise-class firewalls and intruder detection
- Climate-controlled, physically and logically secure facility with 24x7x365 electronic monitoring.
- Use of network security monitoring and switching system
- Failover protection and daily backup of all data stored both on the Cloud and off-site
- 30-day retention of all data backups to ensure rapid recovery

### Applications & Data

- Free upgrades to all Microsoft products when selected as part of your Cloud solution
- Load balancing between servers for higher application performance
- Remote access to all applications from any computer in the world
- A separate test bed for newly released or third-party applications to ensure compatibility

### 24x7x365 U.S.-based Help Desk Support

- Toll-free and local Help Desk numbers for customer and technical support 24x7x365.
- Multiple ways to submit a trouble ticket including phone, email and web-based options.
- Remote troubleshooting capabilities enable rapid diagnosis and resolution through instant desktop sharing — anywhere in the world.

### Our Guarantees

- **99.9% Uptime Guarantee\*** ensures you will never have to worry about an unplanned outage. Periodically, we do require very minimal maintenance downtime, but we will warn you in advance so that you can plan accordingly.
- **Six-month, No Hassle Guarantee\*** Cetrom is confident that you will be happy in the Cloud. However, if for any reason you are not, we will return you to your previous environment within the first six months of hosting. To date, no client has ever exercised this option.

*\*Contact your Cetrom representative for details.*