Eze Managed Suite

Eze Managed Suite is a fully managed IT solution for hedge fund and alternative investment firms that provides flexibility and simplified IT operations. The solution combines a robust, highly secure private infrastructure via Eze Private Cloud with key business applications and professional IT management.

Eze Managed Suite gives users files services, email via Microsoft Exchange, software applications including Microsoft Office, mobile services, email security, disaster recovery, unified communications, enterprise collaboration tools and 24x7x365 support.

Eze Private Cloud Platform

Eze Private Cloud is the enterprise-grade infrastructure powering Eze Managed Suite. Eze Private Cloud spans three continents, supports thousands of users and is managed by Eze Castle Integration. This premier infrastructure features:

Best of Breed Infrastructure: Eze Private Cloud is a highly resilient infrastructure built on technologies from Cisco, NetApp and VMware.

Highly Redundant & Resilient: All hardware, power, cooling and network connectivity are configured with N+1 or greater availability to ensure maximum uptime of all services. The Eze Private Cloud infrastructure is backed by an aggressive Service Level Agreement (SLA) and provides data protection through continuous replication to a geographically diverse location.

Additionally, Eze Castle's cloud facilities are SAS-70/SSAE-16 certified, Tier III class data centers and provide high levels of availability.

Rapid Deployment: Eze Private Cloud is designed and optimized to allow rapid deployment of services to clients.

24x7x365 Monitoring via Eze Castle's Global NOC: Eze Castle's comprehensive monitoring system allows our dedicated NOC team to 'See All' that occurs within Eze Private Cloud, 'Manage All' alerts and rapidly execute remediation to address issues as they arise, and 'Service All' needs with the highest possible levels of responsiveness and quality.

Scalability: Eze Private Cloud delivers virtually unlimited computing resources, a redundant infrastructure, and outstanding flexibility and easy expandability on the reliable VMware platform. Allocation of CPU, memory and storage resources as well as Internet bandwidth can all be increased on-the-fly to address a fund's needs.

Professional Management: The Eze Private Cloud infrastructure is monitored 24x7x365 and maintained by a team of highly trained and certified professionals with years of experience in the financial services industry.

Unmatched Experience: With over 19 years of experience in supporting financial services firms, our staff's experience in the set-up and deployment of on-premise and cloud computing environments is unmatched in the industry.
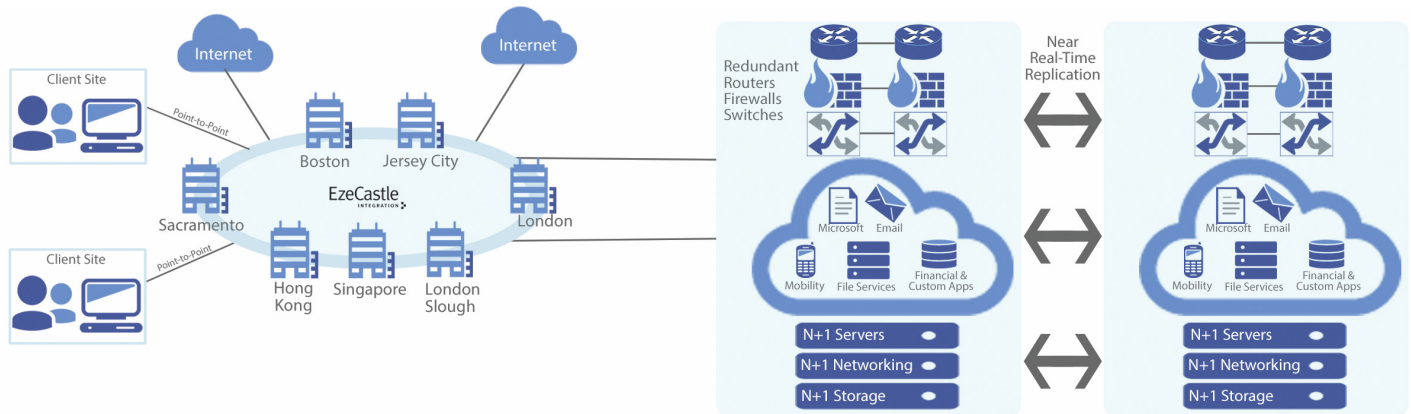
Security: The Eze Private Cloud infrastructure is architected using the latest Cisco and virtualization solutions to be highly resilient and secure. It offers an isolated environment for data, resources and applications to reside. Through secure separation, there is no risk for cross-contamination of data or access to other client environments.

Continuous intrusion detection and prevention monitoring of the cloud infrastructure is provided by eSentire.

Eze Private Cloud *powering* Eze Managed Suite

Eze Managed Suite Features	Components
Premier IT Infrastructure: Highly resilient and robust environment featuring N+1 throughout to ensure high availability	• Worldwide network of SAS-70/SSAE-16 certified, Tier III class data centers • Enterprise-grade architecture built on Cisco, NetApp and VMware
Connectivity via Eze Castle's Global Private Network: End-to-end management by Eze Castle—control from the desktop to the data center	• Highly secure and redundant Internet-based communications and direct cloud connectivity via ECINet • Delivering Internet, private Ethernet circuit, MPLS, and VPLS service capabilities
Professional Management & Monitoring: Dedicated team continuously monitoring Eze Private Cloud	• Preventative maintenance regularly conducted • Technology regularly upgraded and refreshed to keep cloud functioning at peak performance
24x7x365 Help Desk Support	• Award-winning global help desk staffed 24x7x365 to support users
Disaster Recovery for Data & Applications: Built-in DR for high availability of critical data and applications	• Active/Active configuration featuring near real-time replication across geographically diverse data centers • Automatic, seamless failover of systems
Remote Access to Email, Files and Applications	• Secure user connectivity via Citrix, User VPN or Site to Site VPN
Microsoft Exchange Email & Microsoft Office Applications	• 15GB of mailbox size per user on Exchange 2010 • Corporate anti-virus and spam filtering
File Services & Storage	• 100GB of storage per client; Additional space available as needed
Secure Data Backup	• Backups of user data are conducted intraday
Mobile Device Services	• Integration of Microsoft Exchange with devices including BlackBerry, iPhone and Android
Unified Communications: via Microsoft Lync	• Enterprise communication tools including online meetings, audio/video calls, screen-sharing & presence capabilities
Enterprise-class File Sharing: via Varonis DatAnywhere	• DatAnywhere feature offers seamless and secure collaboration and file sharing across devices • Allows firms and authorized third parties to access and sync documents via desktop, mobile devices or the Web
Email Data Governance: via DatAdvantage for Exchange	• DatAdvantage for Exchange allows users to remove the risks associated with email based permissions and auditing, and easily prove security integrity to regulators