

# cloud services

System Source assesses, plans and implements strategies using Infrastructure as a Service, at Amazon Web Services or in our data center. We manage cloud applications regardless of their location with 7x24 monitoring.

“System Source has been a great partner for our cloud and IT managed service needs.”

Lionel Turner B.C., Executive Vice President  
Interior Federal Credit Union

## Menu of Services

### Let Us Manage Hosted Servers (Virtual/Physical) -

We address server backup, bandwidth, maintenance, support, and monitoring in our private data center or AWS.

### Let Us Maintain Hosted Servers (Virtual/Physical) -

We supplement your IT team by maintaining your server infrastructure in our private data center or AWS.

### Let Us Host Servers (Virtual/Physical) -

We host servers in our private data center or AWS.

**Let Us Monitor IT** - Watches the health and performance of computers and software on premises and cloud environments.

**Cloud Workstation Backup** - Low cost, end user backup with support.

**Data Protection Service** - Provides secure data replication to off-site locations for recovery.

**Software as a Service** - Office 365 and support for other applications via remote access.

**Web Site and Email Hosting** - Cost effective, shared hosting.

**Spam and Virus Control** - Services block spam and viruses before they disrupt your productivity.

## System Source Benefits

**Flexible Hosting** – Private or public cloud, and hybrid configurations to meet any need or requirements.

**Knowledgeable Staff** – 30 trained, full-time technicians and engineers carry certifications from AWS, Microsoft, HP, Cisco, Dell, Citrix, Veeam, Nimble, VMware, Symantec, Kaseya and others.

**Experienced Team** – Manufacturer certified service technicians average 18 years of industry experience, and enterprise consultants 23 years.

**Backup and Storage** – Regular backups of hosted servers with off-site storage.

**System Monitoring and Maintenance** – Technicians maintain servers, routers, and services.

**Patch Management** – Latest security updates and patches are applied to your systems under most offerings.

**Quality Assurance** – All staff is thoroughly interviewed including testing and background checks.

**36 Years in Business** – Company is locally owned and operated by original owners, Maury Weinstein and Bob Roswell.

# managed cloud services

What are managed cloud services? System Source becomes responsible for maintaining and operating your cloud infrastructure:

- at a fixed price
- with a service level agreement
- potentially supplementing existing staff

Data Center Facility	Let Us Manage Hosted Servers	Let Us Maintain Hosted Servers	Let Us Host Servers	Let Us Monitor IT
<b>Public Cloud</b>				
Global Data Centers	X	X	X	X
99.95% Uptime SLA	X	X	X	X
13 Certifications including SOC, HIPPA & PCI I	X	X	X	X
<b>Private Cloud</b>				
99.9% Uptime SLA	X	X	X	X
Dual factor authentication for entry	X	X	X	X
Redundant Power, Cooling, & ISP	X	X	X	X
<b>Servers &amp; Network Infrastructure</b>				
Support for physical or virtual servers	X	X	X	
Infrastructure up/down monitoring with alerts (24x7)	X	X	X	X
Advanced monitoring with benchmarks and trending (24x7)	X	X	O	X
Capacity planning	X	X	X	X
Bandwidth monitoring and utilization	X	O	O	X
Configuration modification	X	H	H	
Rebuild down systems to server image	X	H	H	
Service packs and security patches	X	X	H	
Backup assistance with off-site storage	X	X	X	
Operating system support	X	X	H	
Security scan & baseline analyzer	X	H	H	
Support for popular applications	X	H	H	
Server administration - user and password setup	X	H	H	
Restore network files	X	X	H	
<b>Server Help Desk</b>				
"How to" support	X	X	H	
Software support and call tracking	X	X	H	
Level I support for specialty applications	X	X	H	
<b>Break-Fix</b>				
Parts procurement and return	X	X	H	
Warranty eligibility	X	X	H	
Service labor	X	X	H	
Emergency after-hours support for hardware repair	X	X	H	
Firmware updates	X	X	H	
<b>Administration</b>				
IT management reporting and review	X	X	X	
New purchase recommendation	X	X	X	