

MANAGED HOSTING

PROVIDING THE INFRASTRUCTURE BUSINESSES NEED TODAY



CSC
NORTH AMERICAN
PUBLIC SECTOR

CSC

Conducting business over the Internet introduces new requirements and risks, and not all companies possess the necessary expertise or core competencies in-house. As energy costs and the demand for more power and data-center space increase, CIOs are challenged to rethink their hosting strategies. To cope with these issues, many organizations turn to IT outsourcing providers that focus 100% on Web operations. This approach allows companies to reduce their own IT infrastructure headaches and focus instead on their core competencies.

Benefits:

- Reduced costs
- Reduced risk during implementation
- Ease of hardware and software administration
- Ease of development
- High redundancy
- High availability
- High security
- High reliability
- High scalability

Why CSC?

- Serving Government and commercial clients for 50 years
- The only Tier 1 IT infrastructure solutions provider with carrier legacy (>100 years)
- More than 90,000 employees
- Global reach
- Certified: ISO, CMMI, ITIL, and Six Sigma
- Industry-recognized leader in Green IT

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CSC believes that the significant savings realized by commercial businesses through managed hosting can also be achieved in the public sector. We approach managed hosting as a complete solution, ensuring that all aspects of our clients' environments are reliable, secure, efficient, and performance-driven. Managed hosting promotes a push for greater efficiency — for “greener” and more intelligent management of systems. We have also designed our managed hosting solutions to be flexible enough to meet each organization's unique requirements. Your business needs and sensitivities come first and drive our decisions concerning products, services, and technologies.

CSC's managed hosting services provide both the infrastructure that companies need today and flexible, modular services that can be scaled as their businesses grow. We offer an adaptable, component-based portfolio of services that provide the stability of standard service modules and the flexibility to meet unique business and risk management requirements.

At CSC, we offer the following:

- Managed infrastructure solutions for many environments in geographically dispersed data centers providing Tier 1 through Tier IV solutions to accommodate varied power requirements and service levels
- Flexible frameworks to support infrastructures that include Web environments, business-critical

applications, and data center hosting, as well as managed application solutions for ERP and collaboration suites

- Experienced staff with proven skills in technologies from multiple vendors including Microsoft, Sun, RedHat, IBM, Oracle, VMware, and SAP
- The ability to leverage resources, technology, and operational best practices to reduce costs, increase efficiency, and enable faster innovation

State-of-the-Art Data Centers and Network Services

CSC securely manages and operates hardened data centers on three continents equipped with the latest hardware, software, and networking technology. Our trusted data centers provide the following benefits:

- A 100% Service Level Agreement for power and HVAC
- A 24x7 armed security force trained in antiterrorism techniques
- Department of Justice Level IV compliance
- Facility designs that meet stringent physical security requirements
- Facilities located 60 miles from Washington, D.C.
- Up to Tier IV facilities
- Sensitive compartmented information facility (SCIF) capability

CSC's network services increase the reach and performance of an agency's hosted environment. This environment can include advanced content delivery capabilities such as video and audio streaming, caching, and application performance services.

Monitoring and Reporting

CSC provides 24x7x365 fault, performance, and transaction monitoring services to ensure our clients' environments are always accessible. We can also deliver information about the performance and availability of the hosted environment on any level. Whether you need data on infrastructure, applications, content, or even the end user experience, we provide analytical and monitoring tools and reports delivered through a managed hosting services portal. Our reports include:

- Technical performance, capacity, and availability metrics
- Critical security data and reports
- Real and synthetic transaction monitoring
- Web analytic reporting
- Customized business service dashboards

Application Services Support

Application services support can be bundled within a hosting contract, enabling further cost reduction and improved efficiency. CSC offers comprehensive management and hosting for the leading packaged applications, as well as many custom and proprietary applications, including:

- Web, database, and middleware servers
- ERP applications such as Oracle and SAP

High Availability and Disaster Recovery Services

CSC offers a wide array of backup and recovery services to protect our clients' hosted environments from system crashes, natural or man-made disasters, erroneous deletions, or any other unplanned events that could potentially damage a client's data infrastructure and threaten or even cripple their operations. CSC's services include:

- Local and geographic load-balancing
- Server and application clustering
- File system and database backup and restore services
- Content replication services
- Disaster Recovery Plan development and testing

Infrastructure Services

CSC's hosting infrastructure is the backbone of our managed hosting offering, providing you with robust, reliable, and scalable network architectures; geographically dispersed data centers; and reliable Internet connectivity. With years of hosting experience, CSC professionals can design and manage a hosted environment customized to suit your specific needs.

Green IT

CSC is dedicated to providing the Federal Government with the latest, most cost-effective and efficient IT strategies and solutions. Our managed hosting offering, coupled with our green IT practices and methodologies, will bring increased capabilities to our Government clients at reduced costs. This, in turn, will translate into improved services for our fellow citizens and our country.