



Simplify your Environment Move to a Cloud



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Private Cloud Solution: For IBM Sterling B2B Integrator

ComResource offers a Virtual Private Cloud for running IBM's Sterling B2B Integrator (SBI). Let us worry about the system. You focus on your business.

Our Co-Location Provider is part of a network of nationwide data centers which offer a wide range of managed services and network connectivity. These proven managed services are combined with reliable and redundant SAS 70 Type II Certified and PCI-DSS compliant data centers and their Tier 3 facility in Columbus Ohio along with their multiple locations for disaster recovery to provide the perfect solution for hosting SBI.

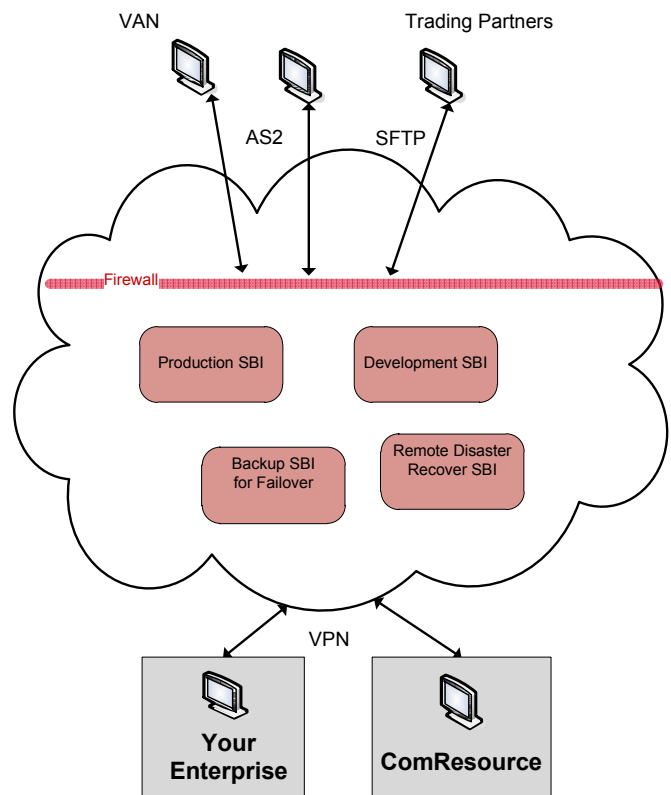
ComResource offers the management and expertise to operate the solution with its long history of implementing and supporting SBI. We have been in business for over 20 years and have been doing Remote Managed Support for SBI for over eight years and have been a trusted Business Partner for the Sterling Solutions during that time.

Why use a Cloud

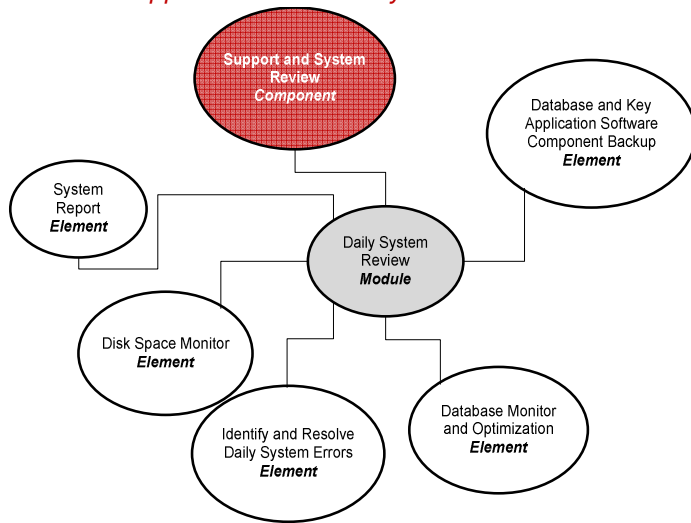
You have to connect to your Partners from somewhere. Why not have them connect to a Cloud? You still have a dedicated Virtual Private Network to your system but don't have to worry about the operations and management of the Solution.

The Private Cloud Solution provides complete installation, setup, and configuration of the Solution as well as on-going management and technical support. We offer different levels of support plans to meet your Service Level Objectives and offer this at a low rate that is affordable.

- Cost Savings - Reduce total IT operating costs by avoiding capital expenses
- Reliability – 100% cloud infrastructure availability Service Level Agreement
- Predictable Pricing - Pay only for capacity needed and services used
- Fully Managed - Your staff concentrates on strategic business initiatives
- Less Risk - Multiple layers of protection delivers enterprise level security



Support customized to your needs



Technical Support of Environment

ComResource will both monitor your system and provide technical support from our support center in central Ohio. There are two levels of support:

Basic Support – Support from 8am – 8pm EST., Mon – Fri. (hours outside of this are supported at an additional cost)

Premium Support – Support 24 x 7

Services that will be provided under the Support Plan:

- Monitor system
 - Monitor daily system performance, disk space usage, backup reports and report back to client if within alert threshold
 - Review database and transaction log consumption and optimize
 - Provide a status report document detailing all daily system review tasks and events
- Technical Support
 - Identification and resolution of application software errors affecting the clients business from operating. (Assistance may be required by the client's business team in order to resolve certain application software errors)

Setup and Configuration of Environment

We build your environment in the Cloud and install and configure your IBM Sterling B2B Integrator Solution. The solution is configured based on your specifications to handle your volume and processing requirements.

This setup includes:

- Analysis and Design to define the necessary functionality of your SBI Solution
- Scheduled Backups for failover based on your HA requirements
- Setup in a secondary location for Disaster Recovery
- Firewall and connectivity to your partners
- VPN connections to your back-end systems

What you Get

- 24/7 Data Center Operations
 - Includes OS and DB level Support
- Support for IBM Sterling B2B Integrator
 - Includes day-to-day operations and on-going services as needed
- High Availability based on your SLA's
 - Active-Active Cluster or Hot/Cold Stand-by
- Disaster Recovery on demand
 - Switchable by you in minutes
- Visibility
 - Monitoring of System and Data

Where We Can Help

Services to support your Cloud at a cost that fits your budget. We offer many types of IBM eCommerce Services including:

- Upgrades
- Mapping
- Performance Tuning
- On-boarding
- Process Development
- Health Checks
- More....