
INFRASTRUCTURE AS A MANAGED SERVICE

ASG Many solutions.
One focus.



ASG's Infrastructure as a Managed Service (IaaS) is a full managed service offering that takes the capability of traditional IaaS (Infrastructure as a Service) to a whole new level. IaaS harnesses the innovation of the cloud to provide secure access to reliable, agile, high-performance infrastructure at a cost effective price without compromising service and security.

The IaaS Platform provides a fully managed server, storage and network infrastructure to support and extend ASG's other Cloud Services including Platform as a Service (PaaS) and Software as a Service (SaaS) offerings. It is delivered in measured units of capacity and charged via a utility pricing model so customers are only charged for actual usage.

MANAGED SERVICES

Users of the IaaS receive far more than a collection of unmanaged servers. They receive a comprehensive value-added service backed by stringent service level guarantees creating an end-to-end enterprise-grade solution including hardware, operating system licenses and support for a simple monthly fee.

HIGH AVAILABILITY

The infrastructure that comprises the IaaS Platform operates in a high availability (HA) configuration to ensure complete redundancy for each of the cloud services it supports:

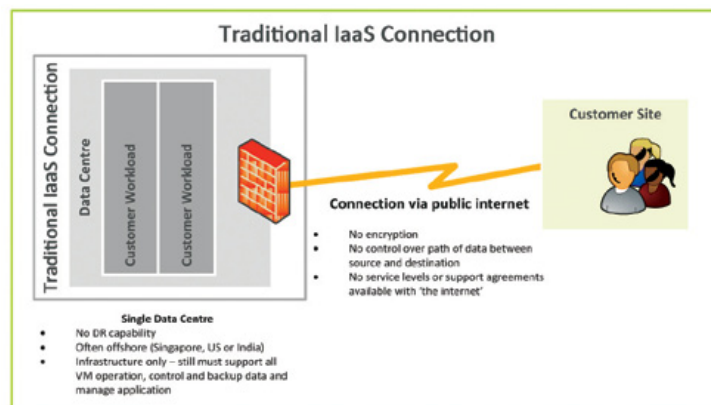
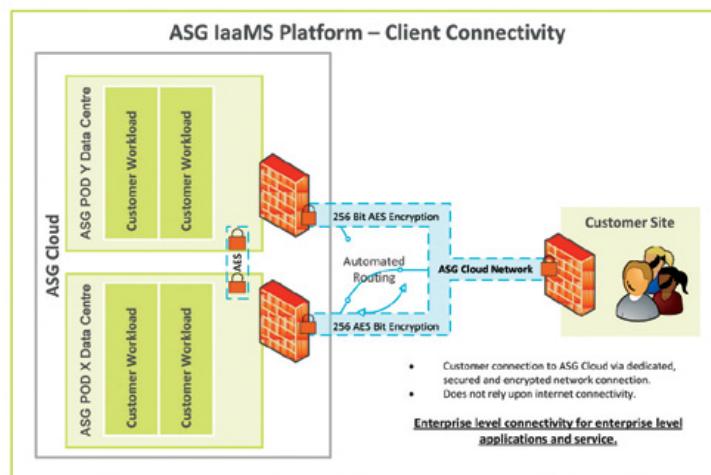
- network connectivity via encrypted private connections from all servers into the switching infrastructure
- storage connectivity for all servers, connected into the storage fabric via dual redundant configuration
- centralised intrusion detection, prevention and malware scanning across all services
- diverse connections throughout to ensure no single points of failure

DEDICATED CUSTOMER CONNECTIONS

IaaS guarantees our customers dedicated, secured and encrypted connections into their cloud applications. Unlike other providers, ASG's client connections are completely separate from internet connectivity and are secured and encrypted using enterprise-grade technology, including:

- dedicated VPLS connection into our cloud network

DEDICATED, SECURE CONNECTIONS



- market-leading physical firewalling
- 256 bit AES data encryption devices, contained in tamper proof enclosures and certified to Common Criteria EAL4+ and FIPS140-2 Level 3
- an LDAP authentication deployed on a per customer basis.

Our customers can rest assured their information assets stay in Australia, covered by Australian law, because ASG hosts every piece of customer data locally.

FLEXIBLE HOSTING ENVIRONMENT

As a key point of difference from other providers, ASG's IaaS provides the choice of deploying your cloud workload upon either, or a combination of:

- an IBM Power LPAR hosting environment using either AIX or Linux, or
- a Intel-based VMware-based Microsoft Windows Server or Linux hosting environment.

DISASTER RECOVERY

If your business application is mission critical, ASG's IaaS can help. Setting it apart from its competitors is IaaS's tangible infrastructure-level disaster recovery service that can be applied to any customer workload, incorporating:

- multiple data centres in different Australian cities running in active state independently with redundant management stacks
- each data centre has the capacity to host the full production workloads
- each operates with inherent data replication and multiple levels of data backup

Clients can be assured that capacity is available in the unlikely event of a disaster being declared.

SERVICE MANAGEMENT

IaaS's service management component wrapped around all hosted services is a critical differentiator from other cloud platforms. General service inclusions are:

- full Service Desk assistance, either around the clock or business hours
- Service Delivery Manager, providing leadership and engagement on a daily basis
- monthly reporting
- dedicated server and storage management expertise to support, administer and improve Microsoft, AIX and Linux infrastructure and underlying storage infrastructure.

STANDARDS & COMPLIANCE

ASG's customers benefit from our rigorous approach to monitoring, standards compliance and quality entails:

- the application of ITIL processes for managed services, including incident, change, release, problem, configuration and capacity management
- all hosted systems are closely tracked through our rigorous monitoring and alert systems
- quality certification the international Quality Management Standard AS/NZS ISO 9001:2008
- Environmental Management System certified to AS/NZS ISO 14001:2004.

SUPPORT & MAINTENANCE

IaaS incorporates comprehensive managed support and maintenance services, in addition to stringent security provisions:

- server, storage and network management of customer level infrastructure
- monitoring services
- active intrusion detection and prevention, and anti-virus and anti-malware services right up to the hosted customer workload level.

TECHNICAL BENEFITS

Multi-platform:

IBM Power based LPAR or Intel-base VMware virtualisation supporting AIX, Microsoft Windows or Linux operating systems

Scale-up architecture:

Flexible allocation of computing resources and bandwidth to respond directly to your technical and business needs

Dedicated, secure connections:

Encrypted, defence-in-depth connections into ASG's cloud, completely separate from the internet

Backup and Recovery:

Full backup service including Disk and Tape backup options for flexible recovery all managed centrally

Disaster recovery:

Fully redundant data centres with inherent data replication and multiple levels of data backup

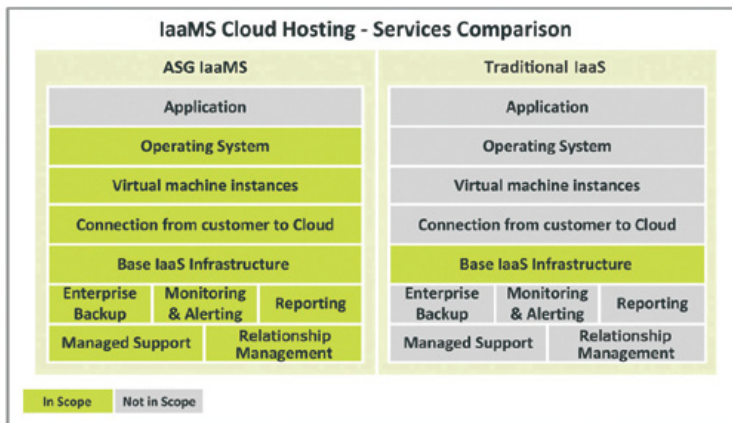
Full services wrapper:

Fully managed support services delivered under a flexible utility pricing model

Managed Flexibility:

High-performance and high-availability infrastructure and fully managed support services, with the cloud's elasticity and flexibility

THE ADVANTAGES OF ASG IaaS



IAAMS PLATFORM STEPS



MATCH YOUR BUSINESS NEEDS

Flexibility is provided in the IaaS Platform allowing customers to directly match their business needs by selecting services following these simple steps:

Step 1 – Virtualisation Technology

- AIX is used for workloads that require AIX UNIX, an Oracle database or have enterprise-grade requirements. The LPAR technology available through IaaS is recognised as an certified virtualisation technology for Oracle applications both from a support perspective and also from a licensing perspective
- VMware vSphere is used for Microsoft Windows Server or Linux workloads

Step 2 – Hosting Environment

- Tier 1: Premier environment hosting, best suited to critical production workloads, includes infrastructure level Disaster Recovery coverage, dedicated networking and customer workloads hosted on dedicated storage LUN.
- Tier 2: Standard environment hosting from a single site, suited to production workloads, offering Tier 1 performance capability, dedicated networking and a higher priority execute than Tier 3 with reserved resources.

- Tier 3: Environment hosting for non-production workloads, with a lower performance and priority, and CPU, RAM and storage sized to fit the platform's needs and Tier 3 level backup service.

Step 3 – Service Level

- Class 1: 24x7 service coverage, highest service level guarantees, disaster recovery priority
- Class 2: 12x5 service coverage

Step 4 – Backup and Restore Service

- Grade 1: premium level service for Tier 1 and Tier 2 environment hosting workloads, featuring increased data retention periods and shorter restore times.
- Grade 2: standard service for Tier 1 and Tier 2 environment hosting workloads (or optional for Tier 3 environment hosting workloads).
- Grade 3: entry level backup service for Tier 3 environment hosting to cater to the reduced needs of non-production workloads, with backups on a weekly and monthly basis.

SUPPORTED CLIENT PLATFORMS

Windows Server 2000, 2003, 2008 and 2008 R2

Red Hat Linux 2.1, 3, 4, 4.5, 4.8, 5, 5.3, 5.4, 5.5 and 6

Suse Linux 8 and 10

Ubuntu Linux 8.04 and 8.10

Debian Linux 4 and 5

All OS's are available in 32 and 64-Bit varieties

AIX v6.1 or later

For further information on our capabilities please visit www.asggroup.com.au or contact your local ASG Group office:

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