

INCENTRA OUTSOURCING

Master the complexities of your IT Infrastructure with managed services from Incentra.

Running IT is certainly not getting easier – from the expenses and complex toolsets, to the staffing challenges while maintaining an effective IT operations model for your business. Looking for ways to reduce costs and smooth operations across your IT infrastructure? Incentra can help you achieve top-notch results at affordable prices, improving performance, compliance, reliability, and ROI.

Our outsourcing services give you instant access to the benefits of our years of proven experience. Customized to address your specific needs, our services offer remote management for servers, security devices, backup infrastructures, and storage arrays.



Getting the most from your infrastructure has never been easier.

Outsourcing some or all of your IT management to Incentra offers a fast approach to delivering more predictable IT services to your business – without the difficulties of hiring expensive IT staff. We have been delivering data center outsourcing services for more than eight years – focused on a flexible, affordable delivery model. Reduce your operational costs and risks by leveraging our toolset, people, and processes to gain continuous improvement over your infrastructure.

The impact of Incentra Outsourcing

We modeled our outsourcing services after large-scale outsourcing providers, but offer flexibility that allows you to choose which of our services you want to use. And we deliver results that build lasting trust.

- Our experience on your team:*
 - » Managing 100 infrastructures in 60 locations
 - » Handling more than 65,000 trouble tickets
 - » 100% successfully restoring more than 32 terabytes of data to our customers
 - » Managing 30 petabytes of data
 - » Monitoring thousands of infrastructure elements
 - » Successfully managing three million backup jobs
 - » Employing 100 Engineers with over 250 OEM Certifications
- Our processes and best practices help stabilize infrastructures and reduce costs.
- Our Monthly Reviews provide visibility and the key to long term improvement and cost reduction.

* Annual statistics for 2008

Improve IT infrastructure performance

Whether you use our services selectively or collectively, you can count on us to help maximize your infrastructure at lower costs. Capitalize on our best practices, proprietary technology, remote administration models, and broad experience to make a bigger impact on your IT investments.

Reduce cost

Cost-effective administration of your own IT can be difficult, and getting the right levels of staffing and experience can be a balancing act between heavy labor costs and costs to the business if you're undermanaged. By sharing our extensive toolkit, you'll avoid the costs and risks associated with implementing additional management tools. Additionally, our expertise is always here when you need it, without requiring you to keep expensive specialty skills in house.

Ensure continuous improvement

Many organizations are challenged to reduce costs once infrastructure platforms are stable. We make sure that you can be proactive in managing change, with monthly performance reviews focused on achievements in areas you want to improve.

Free up resources

Studies suggest that most corporate IT departments spend most of their time managing, which leaves little time for innovating. With our outsourcing services, you can move your best players from tedious operational tasks to projects that deliver more business-focused impacts.

Increase visibility

Being able to see the infrastructure performance from a holistic perspective enables IT decisions that supply business-driven results. Choose our outsourcing services to gain more visibility and control over your IT assets than ever before.



Get results quickly.

Whether it's increasing the availability of key assets or driving down cost, Incentra's Outsourcing services focus on the most crucial and challenging areas of IT infrastructure management – giving you a flexible, cost-effective alternative to doing IT by yourself. From 24x7 monitoring of your infrastructure to customized incident management policies, we provide the answers you need to improve performance while reducing costs.

GridManage server

Offering a state-of-the-art server infrastructure equipped with the latest monitoring tools and deeply experienced engineers, we provide a dynamic, affordable approach to ensuring available, fully administered servers. We tailor our services to balance cost and performance individually among all your servers for the best value.

GridManage storage

Through our expert, round-the-clock administration of your storage, we can provide custom, scalable capacity solutions at affordable prices.

GridManage backup

We protect your data and guarantee 100-percent restore success. Additionally, we continually monitor your backup infrastructure to identify and resolve issues quickly. And, we give you access to our proprietary GridWorks® Operations Support System (OSS) that lets you check status and make changes to your service at any time.

GridManage security

We can launch the latest security strategies – tailored to your needs both externally and internally – to protect your data from unauthorized access, achieve compliance, and provide unparalleled visibility into the state of your security.

Remote database administration

Using our 24x7 expertise, incident management, and flexible service models, you can have your database running better than ever – without paying a top-dollar administrator salary.

RemoteStor™

We can help you use your existing, secure Internet connections for continuous, automatic, and constantly available data backup protection for your distributed servers, workstations and PCs.

GridComplete

Hardware, software, and services bundled into one service with a single convenient monthly payment – fully customized to your unique needs, and designed to help high growth companies conserve capital while enabling smooth infrastructure scalability.

Incentra Network Operations Center (NOC)

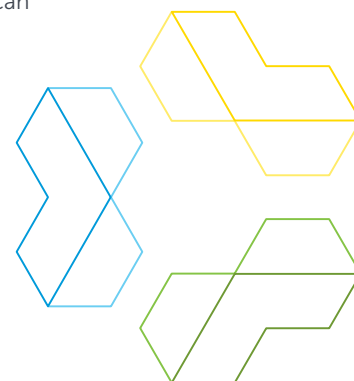
The lifeblood of our outsourcing services is our state-of-the-art, 24x7 lights-on NOC in Broomfield, Colorado. This always-staffed center continuously evolves to bring better round the clock service and savings to our customers.

Facility – Fully redundant systems, telecom lines, and power backup ensure we'll always be there for you.

Tools – Proprietary GridWorks® Operations Support System (OSS) and event correlation tools layered on top of monitoring, ticketing, and customer service systems enable fast results and in-depth data tracking.

Processes – ITIL-based processes based on millions of transactions and continuous improvement are always at your service when you use Incentra.

People – Experienced, certified agents and engineers work together 24x7 to watch your infrastructure so you can concentrate on your business.



Incentra – complete IT services and solutions customized for you.

A complete IT services and solutions provider, we offer a unique combination of enterprise-class capabilities and personalized attention. We solve particular infrastructure challenges with an individualized approach to IT. From consulting, to technology, to outsourcing – we make IT work for you.

Choose to use us selectively or comprehensively. You'll still benefit from the entirety of our capabilities.

With more than 3,000 customers and 30 petabytes of data under our management, we have the proven experience to make your current IT investments go further. Additionally, we hold over 250 certifications in storage, servers, network, and security – from over 100 manufacturers – giving us the flexibility to be truly vendor agnostic. We're more powerful than a reseller and more flexible than a global systems integrator. This level of operational and technical expertise allows us to leverage our breadth of expertise to help our customers realize the full impact of their IT investments.

Make IT work for you. Choose Incentra.

Whether we're performing selective projects or supplying comprehensive services, we ensure a full array of operational and technical excellence that spans consulting, technology, and outsourcing. We offer a complete menu of infrastructure options, from one-off projects to comprehensive implementations. Learn more about the impact of Incentra. Contact us today to set up an informative meeting.

To learn more, visit us online at www.incentra.com.

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