

QAD Enterprise Application Hosting

High Availability

My QAD environment is the life blood of my business!

Manufacturing a product that meets your customer's expectations requires a great deal of focus. Exceeding these expectations requires even more. This is why you chose to use a QAD Enterprise Application for your business.

That efficiency comes with a price. Access to this critical information asset quickly becomes congruous with the success of your organization. Our success is built on delivering a stable QAD Application (MFG/Pro) environment which guarantees the availability of your critical systems. Our most critical customer environments demand our most robust architecture and managed services. The Secure-24 High Availability (HA) service model leaves no stone unturned when it comes to mitigation of risk for your QAD environment.

The Secure-24 MFG/Pro HA Solution is built with performance, security and high availability in mind. Expressly, our "High Availability" solution is designed to optimally develop, test and deploy a constantly evolving QAD Enterprise Application Environment. This solution also includes geographic failover or Disaster Recovery as part of the standard offering.

High Availability (HA)

Highly Available System Configuration

- ✓ Fiber Attached EMC SAN
- ✓ Redundant Fiber Switches
- ✓ Redundant GB Ethernet Switches
- ✓ Red Hat Linux GFS / Clustered File System
- ✓ Custom Fail Over Scripts
- ✓ Redundant Central User Authentication
- ✓ Redundant Power and Bandwidth
- ✓ Sonnet Ring between Datacenters
- ✓ QA and Dev Environment for Change Management

Our Supported OS Platforms for MFG/Pro

- ✓ Red Hat Enterprise Linux
- ✓ HP UX
- ✓ Windows
- ✓ Sun Solaris
- ✓ AIX

Optional Database Administration MFG/Pro

- ✓ Administration
- ✓ 24/7 DB Monitoring
- ✓ DB Tuning
- ✓ Client & Server Script Configuration
- ✓ Backup Log Verification
- ✓ User Printer Configurations
- ✓ Detailed Database Transaction Monitoring
- ✓ Long Term Trend Analysis
- ✓ Patches and Upgrades

QAD Migration Services

- ✓ Script Translation
- ✓ Menu Systems
- ✓ Data Migration Services
- ✓ System Installation and Configuration

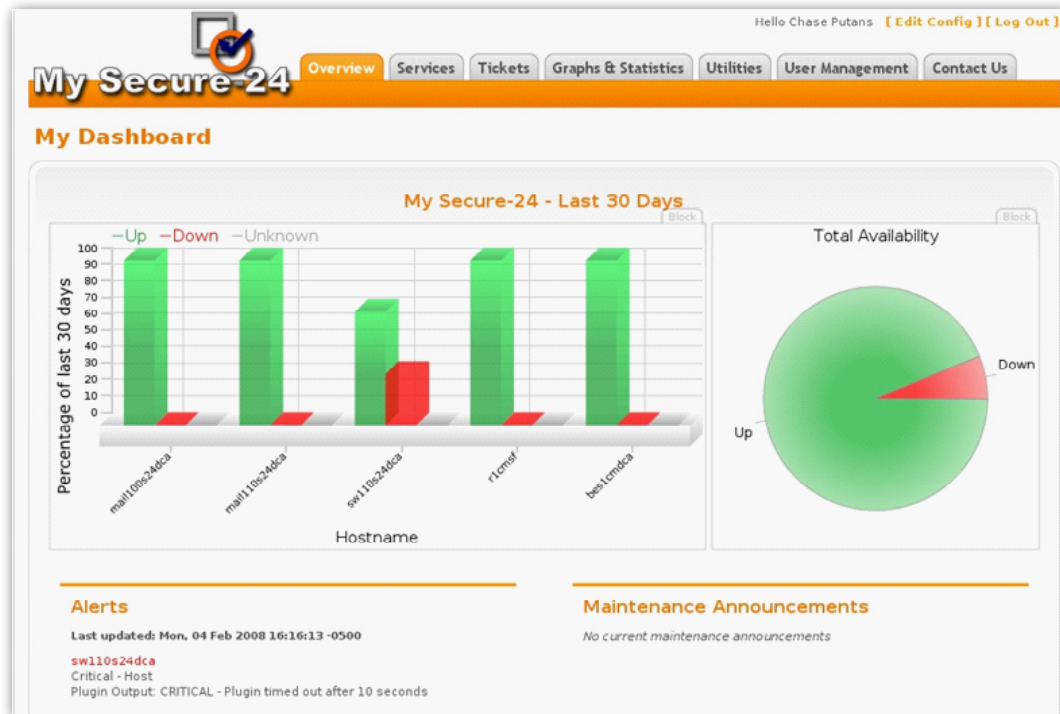
Additional Standard Features

•Monitoring/Alarming

Secure-24's provides detailed monitoring and alarming of all of your systems critical metrics. This allows us to respond quickly to issues as well as appropriately plan for growth.

•My Secure-24 Portal

Our detailed customer Portal allows complete visibility into your QAD system performance, as well as open service items.



•Backup

Disk to Disk replication and secure offsite archival ensures that we support both your change management processes, as well as your needs for generational backups. Secure-24 specializes in supporting high development environments.

•Disaster Recovery

This is where our offering has some exceedingly unique advantages. Our two facilities in Michigan are connected with multiple SONET connections. These self healing rings also provide very large capacity for data throughput. As a result, we are able to deploy infrastructure across both environments which can logically perform as if they are in the same building. The allows us to deploy your QA and Development environments in Datacenter A, while your Production resides in Datacenter B. Now your QA and Development environments can also act as a dynamically replicated failover or DR environment.

