



How is OneNeck's ReliaCloud different from other commodity cloud platforms?

In today's highly connected world, if your company isn't taking advantage of the efficiencies, scalability and flexibility of the cloud, you may be at a competitive disadvantage when it comes to data management. But with so many cloud platforms out there, how do you know which is right for you? Most companies need a cloud platform that offers three things: reliable proximate connectivity, excellent service and adaptable architecture.

Reliable Proximate Connectivity

For many mid-market and enterprise organizations a pure cloud strategy simply isn't realistic. Not all workloads can be virtualized or even run on x86 based hardware. Being able to run physical assets side-by-side with cloud-based virtual assets is the ideal solution. It may be that you have infrastructure components that you recently purchased and aren't ready to write off yet or have hardware located at your office or employees that need LAN-like connectivity to your cloud-based systems. Having highly available cloud-equipped data centers nearby allows for cost-effective point-to-point access. With OneNeck® IT Solutions, there's a high probability we have a data center near you.

Hybrid Cloud Use Cases:

- Highly transactional databases may require the horsepower of a dedicated server while web and application servers can run in the cloud.
- Large-scale terminal services applications require low-latency connectivity. Providing office workers or a distributed workforce with a low-latency direct pipe into the cloud delivers a much better user experience and generates fewer complaints to the IT department.
- Companies looking to colocate their Oracle Exadata systems may require communication across a private VLAN with their web and application servers running in the cloud.

Service Excellence

A strong differentiating factor for ReliaCloud is service. Most commodity-based cloud services keep costs low by deploying self-service web portals which are the primary way customers interact with their vendor. While ReliaCloud does include a self-service based web portal, the primary way clients interact with us is via

face-to-face meetings. Whether you meet with our Account Executives, Solutions Architects, Service Delivery Managers or executive level management, you'll quickly see we go beyond the traditional client/vendor relationship to create trusted partnerships.

Managed services are another way in which we are able to bring additional value to the partnerships. Our comprehensive suite of managed services includes: graphing and monitoring of resource utilization, threshold alerting, operating system patching, networking and service availability, application level monitoring with run book activity and escalation procedures and much more. These are all services we bring to the table that most commodity cloud providers simply do not offer.

Use Cases:

- An organization is spending an inordinate amount of their resources on the development of their service or application. They don't have the time or expertise on staff to become an expert in server/storage/networking solutions and doing so wouldn't give them a competitive advantage. OneNeck architects and engineers are available to meet face-to-face with customers to understand their business objectives and help design and deploy reliable cloud services rather than leaving them to a self-service web portal to figure it out.
- The availability of a company's application is critical to its business success. The application is complex and has a number of dependencies including web servers, application servers and database servers. Within Nimsoft, OneNeck is able to create synthetic transactions that walk through the customer's application as if it were a real user. If any part of the transaction fails, Nimsoft will notify where within the application stack (e.g. web, app, database) it ran into an issue so the issue can be quickly rectified.

ReliaCloud at a Glance

Location/Connectivity	Service	Architecture
Hybrid <ul style="list-style-type: none"> Colocation Dedicated servers 	Managed services <ul style="list-style-type: none"> OS management Network management Hardware and application level monitoring Support via phone, email, chat, ticketing system 	Enterprise-grade infrastructure (as opposed to commodity) Built-in HA Designed to support line of business and back-office applications 100% SLA Deployed in concurrently maintainable data centers
WAN <ul style="list-style-type: none"> MPLS & point-to-point circuits to customer office High-speed backbone between regional cloud data centers 	Customer service <ul style="list-style-type: none"> Face-to-face meetings with account executive In-person white boarding with Solutions Architect Assigned Service Coordinator/ Server Account Manager Support via phone, email, chat, ticketing system 	



Architecture

Design for failure is the slogan of application developers who code their applications to run within Amazon or other commodity clouds. However, most mid-market organizations want to leverage cloud-based platforms to run their line of business systems and back-office applications. These applications are typically commercial off-the-shelf software applications developed by a third party firm. On the other hand, it's unlikely they were developed with the cloud in mind. ReliaCloud was architected knowing our customers want to continue to use these traditional business applications. As such, it provides high availability for the underlying virtual machine. It's also backed by our architecture with a 100 percent service level agreement.

Use Case:

- Customer wants to move their ERP application to a cloud-based, virtualized environment. If the application is unavailable, the business loses massive amounts of money due to their inability to take new orders, process existing orders and invoice fulfilled orders. Since they did not write the ERP application they are unable to change the code to scale out the underlying virtual servers effectively. ReliaCloud was designed to provide high availability at an infrastructure layer so the application doesn't need to provide high availability functionality.

About OneNeck® IT Solutions

OneNeck IT Solutions provides world-class, hybrid IT solutions for thousands of businesses around the globe. From cloud and hosting solutions to managed services, ERP application management, professional services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin, OneNeck has the expertise to help customers navigate the cloud to get the right application on the right cloud at the right time.

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