



Enterprise System Hosting

Who are UCS Solutions and what can we do for you?

We provide IT systems and solutions to the South African retail, consumer goods and manufacturing industries.

We solve Business and IT problems and give you answers. We draw on a wealth of experience, and knowledge – we're innovative, efficient and resourceful.

We are a division of the JSE-listed UCS Group.



What UCS offers:

- **Integrated Service Management**

The hub of our business. Service delivery management and a 24 x 7 Customer Contact Centre

- **Managed Services**

A broad portfolio of application and infrastructure services

- **Business Solutions**

Customised solutions for better business performance

Managed Enterprise Hosting Portfolio

Aim to be an on-demand business

Companies today are searching for fresh ways to respond more quickly to customer demands and market opportunities or hindrances. In short, they are looking to become on-demand businesses.

To achieve this demands flexibility, the ability to change, a highly secure infrastructure and an experienced, knowledgeable IT partner.

Why you need hosting

Hosting is an important step to becoming an on-demand business.

By shedding your in-house infrastructure and associated financial burdens, your business can become more nimble, better able to respond quickly to changing market conditions, and more focused on your core activities.

Managed Enterprise Hosting Solutions can get you closer to your goal by implementing proven solutions on a platform you can trust, one that will be there when it's time for you to upgrade.

This is why we have chosen IBM as our strategic partner. They provide us with a world-class hosting platform that ensures flexibility, continuous application availability and energy efficiency, far beyond what the competition can offer.

Our hosting solutions are based on IBM Blade Centre and IBM POWER™ server platform concepts and structures. This provides stable, responsive and powerful processing capabilities. Coupled with Enterprise and Midrange IBM Storage (SAN) they deliver an end-to-end hosting solution.

Ultimately, you gain on-demand server computing and your initial capital investment in a hosting infrastructure is reduced. UCS Solutions monitor and manage your hosting solution, using our integrated Enterprise Management System (EMS) which is a sophisticated end-to-end network management platform.

Your hosting solution is customised on one of either the UNIX System or Microsoft Server Hosting.





UNIX System Hosting

This functions off two different platforms: Enterprise or Midrange. Enterprise is a larger system with substantial processing capability (running AIX), whereas Midrange systems are designed for smaller applications requiring less processing power (running Linux).

Unix Server Hosting based on the Enterprise server hosting platforms (running AIX) with certified IBM P-Series processing capabilities, has proved to be an ideal solution for the hosting of high-end Enterprises Resource Planning (ERP) systems like SAP, WebMethods and other resource-intensive applications.

Hardware infrastructure is based on the IBM Power™ Systems, which provides compelling new choices for companies of all sizes. Based on IBM POWER5™ and POWER6™ processors, IBM Power Systems unifies IBM's fast-growing UNIX operating system platform, System p, with a highly successful integrated platform.

Unix Server Hosting based on Midrange server hosting platforms (running Linux) is ideal for our SAP All-in-One solutions, as well as other medium-end applications. Hardware infrastructure is based on the IBM BladeCenter® technologies.

Software virtualisation is achieved through Linux and AIX operating systems. They:

- Are an open standards-based, UNIX® operating system that allows you to run the applications your business needs on IBM Power servers. AIX, in combination with PowerVM virtualisation technologies, enables businesses to consolidate workloads on fewer servers to increase efficiency and conserve energy.
- Combine leadership 64-bit performance and industrial strength virtualisation technologies for your Linux® operating system applications IBM Power servers and BladeCenter® blade servers. These systems are a highly reliable foundation for the thousands of Linux applications natively ported to Power Architecture technology. They also support the new PowerVM™ Lx86 feature which is designed to install and run most x86 Linux applications using a supported Linux operating system.

Linux operating system virtualisation can also be provided through VMWare or Xen on our BladeCenter® blade servers.

Microsoft Server Hosting

These hosting solutions are simple to install and maintain and are based on IBM BladeCenter® technologies. They integrate into all BladeCenter chassis at power-efficient envelopes and offer fewer maintenance problems. HS-Series blade servers, coupled with the BladeCenter chassis, deliver advanced application serving with performance, power efficiency, and scalability ideal for enterprise environments.

UCS Solutions has also embraced software virtualisation through VMWare, which lets one computer do the job of many computers by sharing the resources of a single computer across multiple environments. VMWare Server Virtualisation is a proven software technology that is rapidly transforming the IT landscape and changing the way people compute.

Today's powerful x86 computer hardware was originally designed to run only a single operating system and a single application. Virtualisation breaks that bond, making it possible to run multiple operating systems and multiple applications on the same computer at the same time, increasing the utilisation and flexibility of hardware.

Some of our Microsoft hosting solutions include:

- Microsoft Application Hosting – include basic operating system hosting, Active Directory, DNS, DHCP, etc
- Exchange Server, POP3 and Email Hosting
- Internet & Mobility Hosting like Blackberry, VPN, RAS and Web Services
- Terminal Services and Citrix Application Hosting
- SharePoint and File and Print Server Hosting
- Virtual Hosting solutions

Features

A fully managed hosted solution is made up of different services that add value and closely integrate with each other to provide an end-to-end hosting solution. In order to provide this integration, UCS Solutions delivers solutions that will ensure that your servers are healthy, secure and running at peak performance:

Service Management

- **Service Delivery Manager** - This person is the key link between the client and the internal UCS Solutions hosting support teams. He or she is responsible for service delivery, escalations, resolutions, the overall service reviews and reporting.
- **Service Management Reporting** - This ensures that the specifications agreed to in the service contract, are adhered to.

Systems Management

- **Microsoft System Administration** - This is a fully managed, comprehensive system administration function for all Microsoft systems, and includes operating system, application and database management and support.
- **UNIX System Administration** - A fully managed, comprehensive system administration function for all UNIX (AIX and Linux) systems.

Storage Management

- **Centralised Storage** - UCS Solutions provides tiered storage which adapts to application maturity and allows for the conversion from entry level disk to high performing disk storage, or vice versa. Clients can select the appropriate performance levels related to storage at UCS Solutions Data Centres. Centralised and consolidated storage solutions are more cost effective and provide for a better return on investment.
- **Centralised Backups** - Peace of mind because you know someone is looking after you. The prevention of data loss, corruption, disclosure of sensitive information from unauthorised access, a server crash, human error or a natural disaster is critical to the long-term success and staying power of any business.
- **Centralised Archiving** - Central Archiving Solutions provide application (SAP), email and file server archiving requirements. It is your complete archiving solution.

Operations Management

- **Facilities Management** - This service manages and monitors all UCS Solutions Data Centres and other client hosting environments through our integrated Enterprise Management System. It ensures a world-class, secure Data Centre and hosting facility.
- **Operations Management** - This service monitors system capacity and availability, environmental conditions, application and batch processing 24x7x365. Clients have the advantage of being able to view processes and gain feedback through enterprise system monitoring tools and propriety batch scheduling software.

Supporting Services

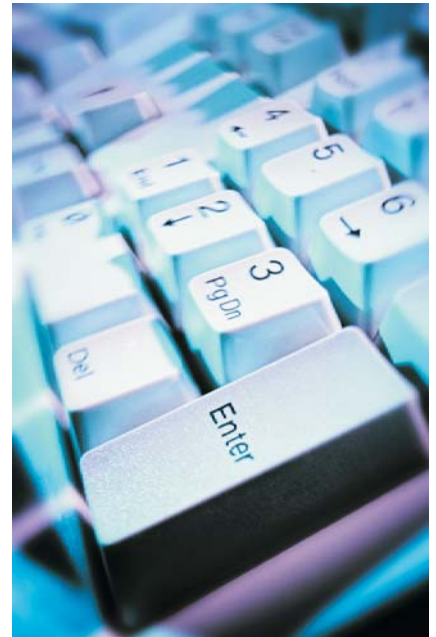
- Change Management
- Capacity Management
- Configuration Management
- Internal Audit and Process Improvement

Risk Management

- Business Continuity Management
- Disaster Recovery
- Security

Software Management

This relates to the acquisition, tracking, maintenance and continuous subscription of operating system, applications and database software licenses. Our aim is to ensure that all hosted servers and applications comply with the software vendor license agreement.



What are the benefits of an Enterprise Managed Hosting Solution?

Reduced costs and a better return on your IT investment

Hosted businesses avoid the need for major infrastructure investments and can redirect money elsewhere.

Deploy faster

Hosted businesses can use technical expertise and proven applications to gain rapid access to solutions which are tailored to their goals and requirements.

Run at full speed, 24x7

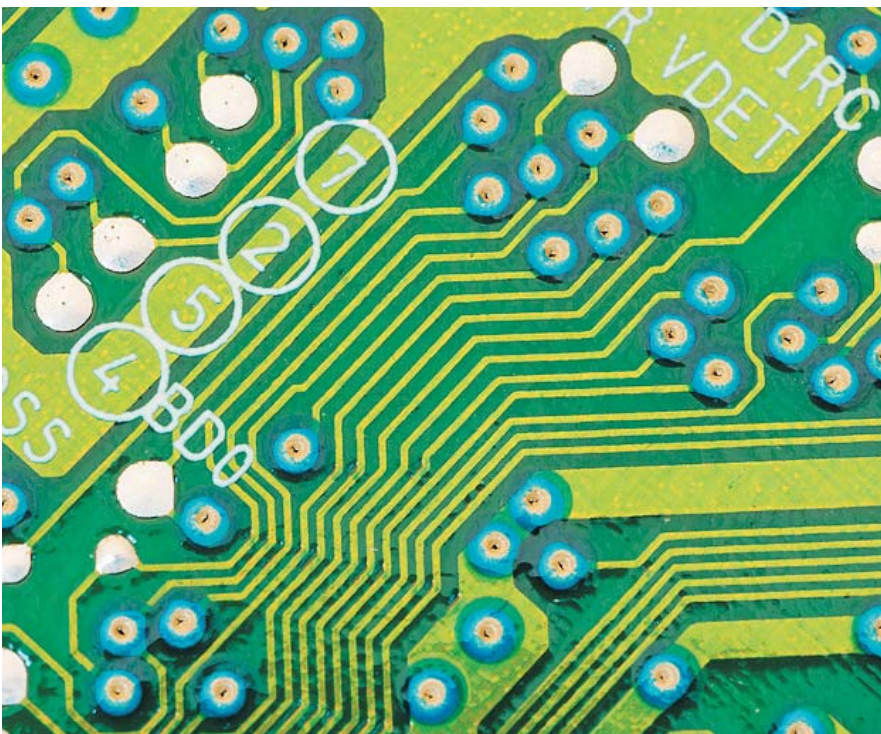
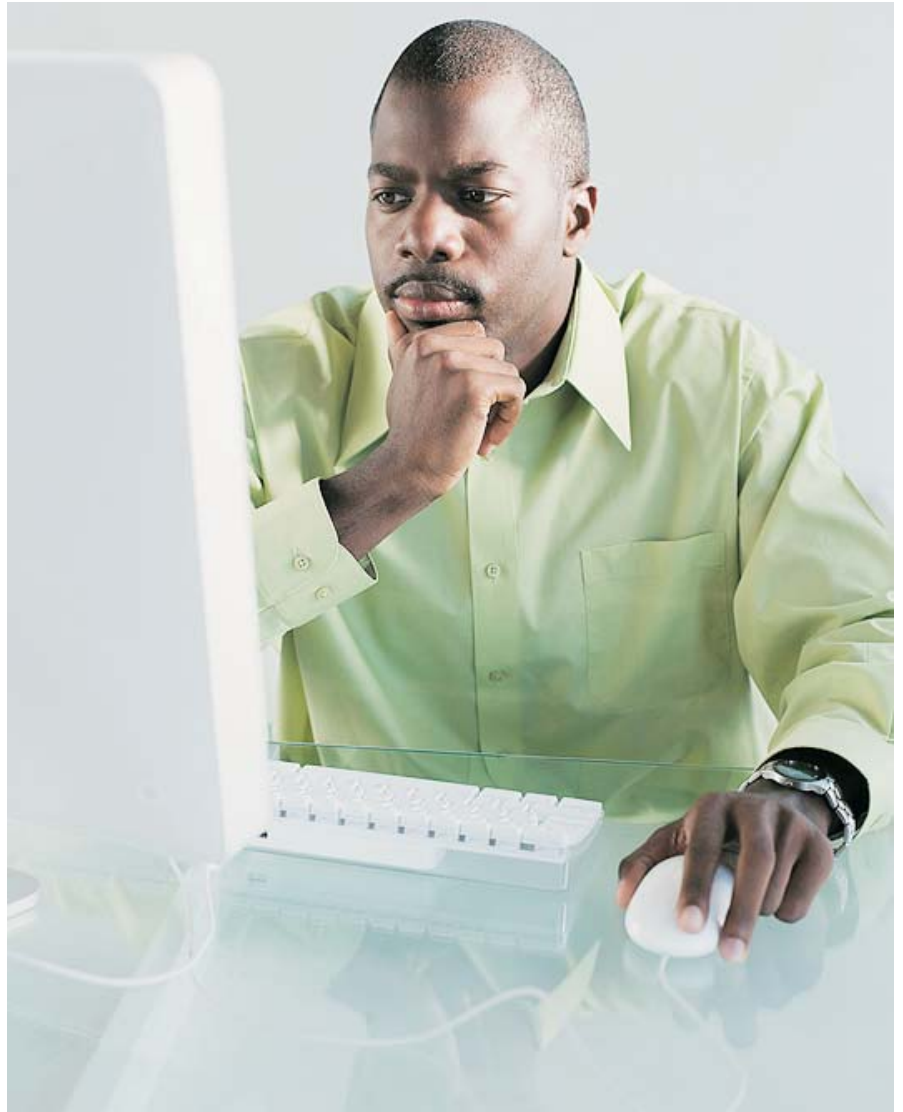
Hosted businesses experience a sharp reduction in downtime.

Focus on what you do best

Hosted businesses can concentrate on core business activities – productivity is boosted, as is revenue potential.

Consolidation and leveraged platforms

State-of-the-art technology, excellent systems, which together ensure reliable, fast, all-round performance.



The logo for UCS Solutions features a stylized green arrow pointing upwards and to the right, followed by the letters 'UCS' in a bold, blue, sans-serif font, and the word 'Solutions' in a smaller, blue, sans-serif font below it.

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