ABOUT IT CONVERGENCE

Success in today’s complex business environment is about agility & economic efficiency. With growing omnipresence of cloud computing, eliminating in-house infrastructure to reduce maintenance costs of hardware and overhead is now a reality that every CIO needs to contemplate.

IT Convergence Enterprise Cloud Managed Services provides reliable, cost-effective Cloud Hosting and Managed Services for global organizations of all sizes. Our CMS team is led by veteran, business savvy IT executives experienced in implementing global-scale solutions to help you simplify both the complexity and cost of IT, allowing you to focus on your core business.

OUR CLOUD SERVICES PORTFOLIO

PRIVATE CLOUD
- 99.99% uptime
- Predictable costs
- Enterprise-Grade Scalable Infrastructure
- Superior Information Security & Privacy
- Automated build and database cloning tools

HYBRID CLOUD
- Hybrid Cloud/On-premise architecture services
- Remote monitoring and management of your IT infrastructure components
- Proactive monitoring and maintenance of your entire IT footprint, ensures crisis avoidance

MANAGED SERVICES
- Managed services delivered on ITC Private Cloud, Oracle IaaS or AWS
- Support for Windows and Linux Operating Systems, ERP Suite, Databases and more
- Monitoring and administration services with 24x7 service desk, troubleshooting, tailoring, reporting, etc
- World-class SLAs with flex scale on demand

CONSULTING SERVICES
- Migration of your on-premise hosted systems to our ITC Cloud or third-party cloud (Oracle/AWS)
- Proven Oracle Lift and Shift Expertise
- Cloud enablement assessment
- Cloud Integration services
ITC PRIVATE CLOUD CHARACTERISTICS

- **Management** - Fully Managed by ITC Experts (All Infra, All OS, All DB and Apps)
- **Automation** - Worry Free: SLA’s clearly defined, VM Build, OS Deployment and DB Cloning Operations Fully Automated.
- **Easy to Understand** - Fully Converged Infrastructure, Data in Primary and Secondary Sites Well Defined, Primary and DR Setups Included in Fees
- **Fixed Fee** - No extra billing for IOPS or Bandwidth or use of Load Balancers
- **Secure** - We design your information security specific to your needs.
- **Clear Exit Strategy Clear** – We define clear exit strategies for our customers using common place technologies and methods.

INFRASTRUCTURE BUILT TO CUSTOMER NEEDS

PRIVATE CLOUD ON PRIVATE BLADES

- Ultimate Flexibility and Performance
- Customer Controls Compute End to End

PRIVATE CLOUD ON SHARED BLADES

- Reduced Cost, Distributed Loads

ENGINEERED SYSTEMS

- Oracle Exalytics In Memory Machine
- Oracle Database Appliance - Built and managed by ITC

AUTOMATION TOOLS

Our CMS team is heavily invested in DevOps to ensure our hosted customers enjoy state of art technology, accelerated processes, and a higher ROI. Our homegrown automation framework known as Hydra allows us to ensure high accuracy and consistency in each build we produce for a customer, while our orchestration tools allow us to enforce configuration baselines and automatically remediate any unexpected changes on hosts that may occur. This combination ensures our customers receive stable builds very fast and achieve success during their audit cycles. At the application layer, we offer complete end-to-end automated database and EBS applications cloning to our Private Cloud customers using our AutoClone system.

We can deliver VMs within 24hrs time compared to traditional wait time of 1 week.

We can automate 100% of the database cloning process reducing an average 3 days of manual labor to as low as 4 hours, delivering consistent quality results.

www.itconvergence.com
WORLD CLASS PERFORMANCE

SLA Goals 99.9%
HA/DR Goals 99.9%
Availability / Uptime 99.9%
Monitoring 24x7
Backup & Recovery 24x7
RTO: 4 Hours
RPO: 1 Hour

THREE FACILITY IMPLEMENTATION
- San Francisco, CA Tier IV
- Latisys in suburban Chicago, IL Tier III
- DataBank in Suburban Dallas, TX Tier III

BI-ANNUAL SSAE 16/SOC-1 AUDITS
SOC2 CERTIFICATION JULY 1, 2016
UPTIME INSTITUTE LEVEL III+/IV
- 99.982% Uptime Availability

PLATFORM NEUTRAL
LONG-TERM INVESTMENTS
- 5+ Year Working Relationships
- ITC Customer/Corporate Networks
- Growing Business Segment

KEY FEATURES OF OUR CLOUD & MANAGED SERVICES

- 99.99% Guaranteed Availability for our private cloud infrastructure
- High touch Service Delivery based on ITIL Service Delivery methodology
- Hybrid cloud architecture with ITC’s private Cloud infrastructure, Oracle IaaS or AWS
- End to End Infrastructure / Cloud / Oracle Cloud / Database & Applications Monitoring (1 Click Automated Rollout)
- Dedicated Service Delivery Manager to all your needs
- State of the Art Architecture by utilizing Cisco and NetApp technology
- All Flash storage with NetApp with optimal environment performance (Full Disaster Recovery Included)
- Oracle certified Oracle Managed Services Partner and Oracle Cloud Excellence Implementer
- ITC has developed a unique solution for Automated Infrastructure managed based on Puppet infrastructure – 1 Push button rollout of Servers, Infrastructure, Identity, Access and role-based responsibilities
- Security and Compliance program run by former DoD director

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