

Understanding the Benefits of Managed Hosting Services



Understanding the Benefits of Managed Hosting Services Provided by MLM Project Services

There are many benefits of Managed Hosting Services, but the most compelling reasons for choosing MLM Project Services are the **Cost Savings, Increased Quality of Service,** and MLM's near **Elimination of Risk**. Risk is defined as lost productivity due to problems, disruptions and downtime caused by less than adequate support resources and underpowered and/or overloaded technology infrastructure.

MLM saves companies money by substantially reducing capital expenditures (not requiring added servers and technology infrastructure), and the labor costs to skillfully install, continually support and manage it all.

MLM provides every customer with "Dedicated Technical Environments", but our expert support resources and many aspects of our network infrastructure (Datacenter Real Estate, Power, and Bandwidth) are shared amongst companies on a one-to-many basis, resulting in economies-of-scale significantly lowering costs.

To self-host and self-manage a typical Primavera P6 Client-Server application with remote access (for ½ dozen or more users) requires two "Server Class" computers (minimally configured with Duo Core Processors, multiple Gigs of memory and Redundant Disk Arrays). One Server is for Remote Access running MS RDP (Remote Desktop Protocol) or Citrix, and a Database server running either MS SQL or Oracle DB software.

The costs of two Servers, battery backups, network hardware and software, MS SQL or Oracle DB software and Cals (Client Access Licenses), etc., depending on the selected manufacturer's products, would minimally cost \$15,000 or more, plus labor expenses to plan, install, configure, and the continued support and management. A conservative 1st year estimate for all of the above would cost approximately \$40,000, not including the costs of having hot spares immediately available should a hardware malfunction take place.

Recurring costs in years 2, 3 and beyond are significantly less, but you still have Power Usage, Server Support Contracts, and Labor Expenses for on-going Maintenance and Support, costing conservatively \$20,000 a year, totaling \$80,000 for the 1st three years.

MLM Project Services deploys top-of-the-line servers from Dell, HP, and Sun Microsystems (usually with Duo Quad Core Intel Processors onboard) and charges customers \$1,100 a month (billed quarterly), totaling \$13,200 a year for a "**Superior Primavera Technology Experience**". Times 3-years totals \$39,600, which is less than ½ the cost as compared to self-hosting and self-managing. In addition, MLM does all the work, assumes all the risk, and guarantees less than ½ of 1% disruptions or downtime with MLM's 99.95% uptime SLA (see attached MLM's Service Level Agreement document).



In terms of quality of services, it just does not get any better than MLM. MLM hosted environments are “**Expertly Supported**” 7x24x365 and co-located in State-of-the-Art Tier III datacenter facilities around the world with: Unmetered 100 Mbps connectivity, Connections to Six or more Tier 1 Internet Providers (2.5 Gbps each), Multiple Automated Intrusion Detection Systems, Pro-Active Monitoring, Hot-spare Hardware Replacements, Nightly Backups (Mirrored Off-site for Disaster Recovery), Hardware and Software Support Maintenance, including: Application of Patches, Fixes, Upgrades, and Basic Account Maintenance: Creating Users, Password Resets, Assigning Users to Existing Security Templates, Disabling User Accounts, and License Assignments.

MLM is a “**Uniquely Qualified**” Authorized Primavera Hosting Provider with over 20-years experience working with Primavera software, and has a proven track record of supporting over 70 hosted deployments for all sized companies, including large Multi-National Corporations, around the world. MLM has thousands of users on-line daily, who simply log-on and access their Primavera software in a fast and reliable manner and don’t even know we’re there because their systems are always available and working. But when a need arises, MLM’s Expert Support Personnel are available to answer questions and respond to all inquiries, resolving customer issues usually on the 1st call within 15-minutes of learning the customer’s question or issue.

With this level of service available, why would any company want to self-host and self-manage when MLM can do it faster, better, and for considerably less money? The answer is they wouldn’t, if they knew and understood the value proposition of our “Best Practices” hosting and managed service offering.

For more information contact:

Ken Nodelman
Managed Services Representative
MLM Project Services, Inc.
(877) 600-9660 - US Toll Free
(949) 297-4059 – Direct
Knodelman@mlmpsinc.com
www.mlmpsinc.com

SLA Attached



Managed Services Service Level Agreement (SLA)

DRMcNatty & Associates, Inc. understands the necessity of making certain your applications remain available and perform their best. That is why we operate in an environment with ISO 9000, Sarbanes Oxley, and SAS 70 Type II certifications with infrastructure and system redundancy designed for high availability. This SLA is a contract between you, our customer, and DRMcNatty and Associates, Inc. It defines our responsibility to you, and the consequences of not meeting the SLA.

99.95% System Availability

If you experience unscheduled downtime during a month that exceeds .05% of the total time during that month, we will credit the client 10% for each hour of additional downtime up to 100% of the client's monthly fee for the affected server(s).

Data Storage and Backup

Your data is stored on redundant disk arrays on your server(s). This data is then backed up to an on-site encrypted storage area network (SAN) device. This allows us to do rapid disk-to-disk recovery and not wait tape archive restores which can be time consuming. The on-site storage network is backed up nightly to our off-site disaster recovery facility in Atlanta, GA. USA. This provides a global disaster recovery site, which geographically is removed from our other sites and is not used for production purposes.

Network

Our network of firewalls, routers, switches, cables, and bridging equipment has been meticulously designed and maintained. Our carrier-neutral core backbone is running on a redundant Cisco-based network to 6 different telecom providers via OC-48 (2.5 Gbps) fiber connections. Our gigabit endpoints utilize Cisco, Sonicwall, and Checkpoint network products. We actively monitor this network for both performance as well as security. Multiple Intrusion Detection Systems provide an additional level of security on top of firewalls and encrypted (SSL/SSH and Citrix/RDP) network traffic.

Hardware

DRMcNatty and Associates, Inc. deploy Dell, HP, and Sun servers and storage network hardware. Our hardware selections always include redundant disk arrays, and many systems also have other fully redundant components that facilitate maximum reliability. DRMcNatty and Associates, Inc. also keep an identical hot spare of each type of equipment we utilize on-site. This means we do not rely on 3rd party service contracts (typically 4 hours or more for replacement parts) to replace a component or complete system. Should a hardware failure occur, we could rapidly restore your system to an operational state.

Infrastructure & Security

DRMcNatty and Associates, Inc. have selected infrastructure locations and providers that ensure the integrity and reliability of our managed services solutions. Power is fed to UPS and PDU systems by redundant utility feeds or by redundant on-site diesel generators with on-site underground fuel storage. Our Irvine, CA facility also resides on the hospital-refueling list due to sensitive patient data stored at this location, and therefore receives fuel every 4 hours, by two different fuel sources during an emergency. The Irvine facility also has a Zone-4 seismic certification, which means the facility has been retrofitted to withstand a direct 8.0 earthquake. Physical security is also a major component of our infrastructure. Our datacenter facilities are staffed 24x7 365 days a year with two-factor authentication, security sensors, cameras, and role-based access to various parts of the facility and individual racks.

Credit Requests

To receive a SLA credit, the client must contact their account manager.

Summary

We take the performance, reliability, and integrity of our managed environments very seriously. We enjoy working in conjunction with our clients to provide excellent service and long lasting relationships.