



Managed & Professional Services



CURVATURE

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Advanced Technical Solutions

Capabilities

Curvature's Advanced Technical Solutions (ATS) provides Clients with expert and objective technical advice, independent of OEM influence. Our service ensures that the business requirements of the client is thoroughly understood and met while maximizing the client's return on investment from their existing network and data center infrastructure. Because Curvature is not a manufacturer, our Advanced Technical Solutions service is decoupled from the need to sell more hardware. Clients of Curvature's ATS service are guaranteed to receive advice and options that traditional OEM services are not willing or allowed to provide.

- * **Quarterly Business Review.** Up to 4 times a year, Curvature will present a review of key metrics and events from the previous quarter to decision makers.
- * **Technology and Product Knowledge Transfer.** If requested, Curvature will provide knowledge transfer on new networking technologies, trends, and products. Curvature will work with the networking staff to determine the value of these technologies and products to the client's business and network goals.
- * **Advanced Design Services.** Upon request, Curvature will assist with design services including feature and technology review, high-level network and data center design, customer design/project process review, and discussion of best practices surrounding these areas.
- * **Network Analysis.** Curvature will work with the client throughout the contract period to gather information about network performance and capability, and use this information to identify potential issues and offer recommendations for future growth. This service requires the use of Curvature's lifecycle management tools.
- * **Software Analysis and Strategy.** Curvature will audit the software on the equipment in the network and report on vendor-published bugs, defects and security advisories. As requested, Curvature will develop a best-practice software strategy for the customer's devices throughout their lifecycle. This service requires the use of Curvature's lifecycle management tools.
- * **Testing and Lab Strategy Review.** Curvature will determine a suitable scope for network simulation using the Curvature lab. As business needs evolve, Curvature will, with the client, review any changes to the network and data center architecture and update the lab scope as needed.

- * **Data Center and Network Lifecycle Management.** Curvature will work with the client to develop a device lifecycle strategy. This will allow the customer to leverage their existing equipment to its fullest and prepare for new technology as new business needs demand.
- * **Curvature Lifecycle Management Tools.** Upon request, Curvature will deploy its infrastructure monitoring and inventory tools to provide a snapshot of the client's networking device health and inventory. This information can be used by Curvature to enhance other ATS offerings or by the client for internal use.

Customer Focused Solutions

Curvature understands that networks are made up of products spanning several generations and focuses on supporting the network as it works for the client instead of an upgrade-centric strategy.

With this in mind, Curvature's ATS product ensures that every portion of the data center and the network is optimized to ensure that the client's business needs are best met.

Managed Services

Capabilities

Customer benefits:

Free up IT resources for value-add projects, let Curvature assume the operational tasks needed to insure your infrastructure remains stable and secure.

As an effective extension of your team, Curvature will manage your IT assets:

- Servers
- Storage devices
- Routers | Switches
- Wireless controllers
- Firewalls and other security devices

"... as a Service"

Pairing any of Curvature's Managed Services with equipment creates an "as a Service" offering.

- **Data Center as a Service**
Build / renew your data center with Curvature-owned equipment. Have it configured, optimized, and managed by an expert extension of your team.
- **Network as a Service**
Curvature expertise and Curvature tested equipment meeting confidentiality, integrity, and availability you require from your network

The Right Choice

We're the right choice for operational expertise and a customized service. We can use many solutions to deliver the service your customers require.

We're the right size for offering a depth of resources to meet the demands of operating a dependable, secure network with 'Best of Breed' equipment.

We're flexible enough to react quickly to your changing needs whether it's integrating a customized solution or providing on-site staff.

Data Center Services

- Colocation
- Data Center Consulting
- Data Center Design and Build
- IT Hardware Relocations
- Bandwidth & Internet Services
- Data Center Management

Network Services

- Monitoring
- Configuration Management
- Backups
- Patch Management
- Documentation of the Network

Back-Up Services

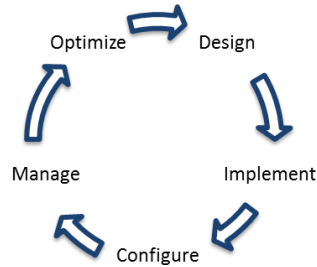
- **Remote Backup:** Backs-up data remotely from your data center to a Curvature managed Data Center.
- **Direct Backup to Network Attached Storage Devices:** Enables faster and more efficient backup processes.

Professional Services

Capabilities

We can deliver high-quality technical services in the following areas:

- Servers
- Storage
- Networking
- Wireless
- Voice
- Security



ALL OEM EQUIPMENT

With our resources and partners, we'll deliver a professional, quality project regardless of the customer's technology stack.

Examples of delivered projects:

- Data center relocations
- Network security assessment
- VOIP Optimization
- Storage solution implementation
- Backup / recovery services
- On-site resource assignments
- Wireless network design / implementation
- Storage solutions

Implementation

Our approach includes:

- An initial discovery session to understand your goals, requirements, and budget to start the process with clear communication
- An assessment review of your existing environment and definition of project requirements in order to create an accurate design with our unsurpassed technical knowledge



CURVATURE

- Detailed vendor evaluations, recommendations, design configuration, and proof of concept
- Procurement, configuration, and deployment of the final solution
- Ongoing product lifecycle support, product team alignment, and management disciplines

Proactive Monitoring

Capabilities

Monitor Everything, Together.

Monitor servers, storage, virtual machines, and networking equipment.

There are many monitoring tools on the market: from freeware (Spiceworks) to high-burden, behemoths (SolarWinds).

Curvature's ability to intelligently react and respond to threshold alerts on any device provides a strong value-add for your customers.

Reduce Costs & Complexity

Simplify your monitoring tools by bringing everything to a unified, cloud-based full-stack performance monitoring platform. Our included alerting and prediction tools help you reduce downtime and lower your overall IT spend.

Deploy Fast with Automation

Curvature's monitoring solution detects changes to your infrastructure and automatically adapts as you grow. Automatically synchronize new deployments using our integrations with Puppet, Ansible, and more.

Boost Team Productivity

Our powerful alert engine helps your team fix problems faster by routing and escalating alerts to the right people, while adapting to fit the workflow that's best for your team.

Predict and Prevent Problems

Our capacity planning tools help you predict and plan your IT spending to reduce your TCO. Forecast performance metrics to make smarter, data-driven decisions.

**Curvature leverages LogicMonitor to provide
a comprehensive monitoring solution.**

Security

The Collector runs on one machine inside your firewalls, and makes outgoing only encrypted connections to the hosted servers.

Datacenter Security

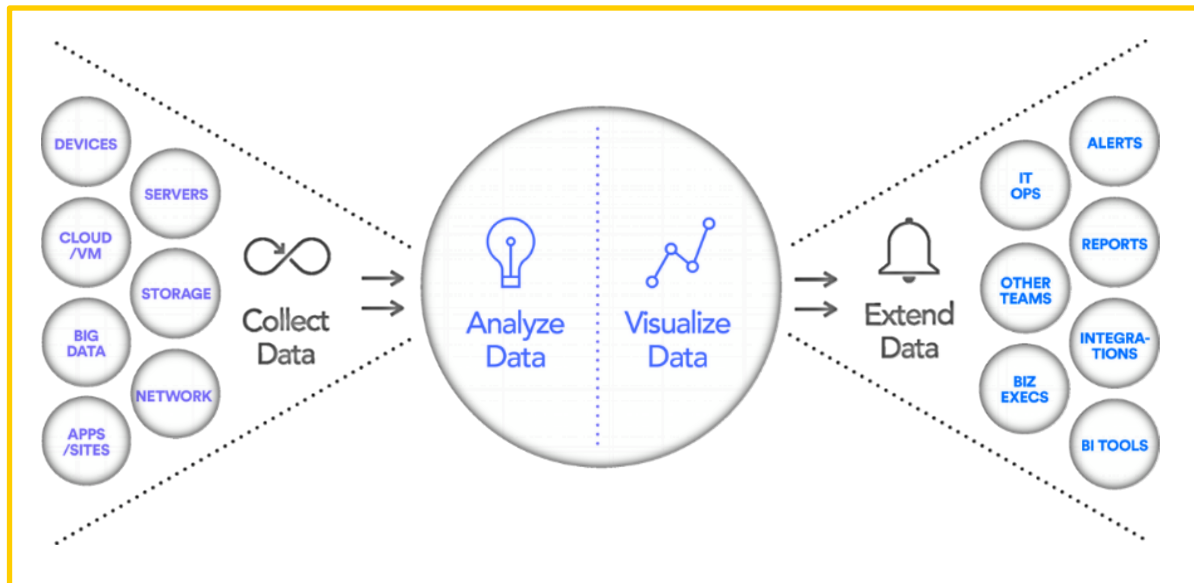
- SSAE 16 SOC1 Type 2 facilities
- 24x7x365 manned, secured data centers
- Servers housed in locked cages
- Ingress and egress secured with electronic keycards and biometric hand scans
- 24x7x365 high resolution, motion-sensitive video surveillance
- Fully redundant power and HVAC
- VESDA Fire-threat detection and suppression

Network Security

- All network connections are protected using TLS
- Multi-layer firewall security
- Off-site audit logs of all accounts accessed
- External vulnerability scans
- Servers run on hardened operating systems with the current security patches

Redundancy & Uptime

- Multiple datacenters
- Redundant routers, switches, and geographically separate backup systems
- Data replicated both locally and geographically



Deploy Quickly

- Agentless collector
- Active discovery
- Auto-configuration

Auto-Add Devices

- With just an IP address, the collector will detect and monitor the device automatically.