

DEDICATED PRIVATE CLOUD AT A GLANCE

- » Full access to VMware vCenter through the Contour Self-Service portal, **cinch**
- » Dedicated Compute and storage resources
- » Connectivity to Dedicated Private Cloud through Contour's Private MPLS or VPN
- » Industry leading Service Level Agreements to replace failed hardware in the Dedicated Private Cloud environment
- » Subscription based access to the entire Microsoft Suite
- » Dedicated Private Cloud located in SSAE16 Certified, Fully Redundant data centers



DEDICATED PRIVATE CLOUD

Technical Overview

Dedicated Private Cloud

Dedicated Infrastructure sized by Contour architects to meet the requirements of your solution.

- Enterprise Grade Servers
- Intel Xeon Processors
- Memory requirements sized by Contour Architects
- Up to 80 Gbps I/O throughput

Storage Options – Access to Contour's multitenant storage or dedicated arrays depending on technical requirements or compliance requirements.

Access – Full access to the underlying VMware hypervisor via the Contour self-service portal, **cinch**, will allow you to integrate any data protection, monitoring or applications that require full access to the VMware API.

Connectivity – Access your workloads and management infrastructure via Contour MPLS connectivity or private VPN connectivity terminated into your Contour Dedicated Private Cloud.

Enrich your Dedicated Private Cloud

OS Licensing optional Microsoft application licenses for instances of the entire Microsoft Suite.

Remote Monitoring and Management add Contour Managed Service for 24x7x365 Monitoring and Management to offload day-to-day IT tasks such as patching and monitoring of your critical workloads.

Data Protection Protect workloads running inside your Dedicated Private Cloud with Contour's backup or disaster recovery offerings.

Service Level Agreement

Dedicated Private Cloud failed hardware will be replaced within 4 hours. Hardware replacement includes installation and powering-on of failed hardware.

Compliance

Contour's Dedicated Private Cloud solution is built using the highest security standards helping you achieve compliance requirements.

contourcinch™

Dashboard for easy access and on demand reporting

cinch is Contour Cloud's proprietary automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud data. **cinch** makes it easy to find information, manage your account and instantly connect with your Contour team. **cinch** components include:

- **cinch Dashboard** provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.
- **cinch Solutions Center** provides real-time status of your active components, ability to manage your components and add additional components on the fly.
- **cinch Management Center** provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.
- **cinch Security Center** provides you the insight to see all your security patches and KPI data.
- **Contour Cares Support** provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.
- **cinch SLAs** provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.