

VIRTUAL DATA CENTER AT A GLANCE

- » Dedicated Resource Pools to meet your requirements
- » Connectivity through Contour Private MPLS or VPN
- » Securely manage workloads in your Virtual Data Center through the Contour Self-Service Portal, **cinch**
- » Maintain security and control over your environment with policy-based user controls
 - » Leverage Contour Cloud Microsoft SPLA or CSP licensing agreement to cover Microsoft Server OS and/or the full Microsoft Suite



VIRTUAL DATA CENTER

Technical Overview

The Contour Cloud Virtual Data Center (VDC) is a pool of cloud infrastructure resources designed specifically for your business needs. Those resources include compute, memory, storage and bandwidth. Contour Cloud, VDC is powered by VMware vCloud Director. Access to vCloud Director is provided via the Contour Cloud Self-Service Portal, **cinch**. **cinch** management portal allows you to fully manage your servers with policy-based user controls from anywhere with Internet connectivity. The Contour Cloud is located across several SSAE16 data centers in the U.S., allowing you to build geographically redundant workloads.

- 10Gbps network connectivity
- Fiber Channel or iSCSI storage connectivity
- Intel Xeon processors
- vSphere DRS and HA enabled
- Standard and Premium storage options

Resource Pools

- 100% dedicated compute, memory and storage resources
- Configure on a per VM basis

Connectivity

- **Private VPN Connectivity** – Integrate your Virtual Data Center with Contour’s Internet Access and Managed Security solutions to terminate private VPN tunnels into the Contour Cloud provided firewall.
- **Contour Cloud MPLS** – Utilize your MPLS to provide private connectivity to Contour’s Virtual Data Center.

Service Level Agreement

The Contour Cloud has been built in a highly-available reference architecture leveraging best of breed technologies with multiple ingress/egress network points, and redundant systems with zero points of failure. Contour Cloud provides industry leading SLAs for 100% availability.

Enhance your Virtual Data Center

- **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 Virtual Data Center with Contour's backup or disaster recovery offerings.

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.