

# Managed Storage Solutions

Information storage is becoming the single most critical part of your IT strategy but it is expensive and difficult to manage



Solution? Outsource your storage to a Service Provider who specializes in storage management.

Nupremis Managed Storage is a network based Storage Area Network (SAN) or Network Attached Storage (NAS) solution that enables customers to intelligently store and retrieve large data volumes using our international network of Internet Data Centers. Nupremis provides the entire outsourced infrastructure, including the management of the hardware (SAN and servers), operating system and the application uptime.

The Internet has changed everything. Widely dispersed users are demanding faster, secure access to current data. By outsourcing your storage services to Nupremis, you can avoid the complexity of integrating new storage management technologies into your existing platform. We have already created the infrastructure in each of our Internet Data Centers to deliver secure, reliable, scalable and flexible storage for your business

Nupremis Managed Storage benefits your business by:

- Eliminating the need for costly capital investments
- Establishing predictable and affordable monthly IT costs
- Decreasing time to market by utilizing our accelerated data storage deployment program
- Outsourcing the technical complexity and staff requirements for provisioning and managing data storage
- Expanding your service area through our international network of Internet Data Centers

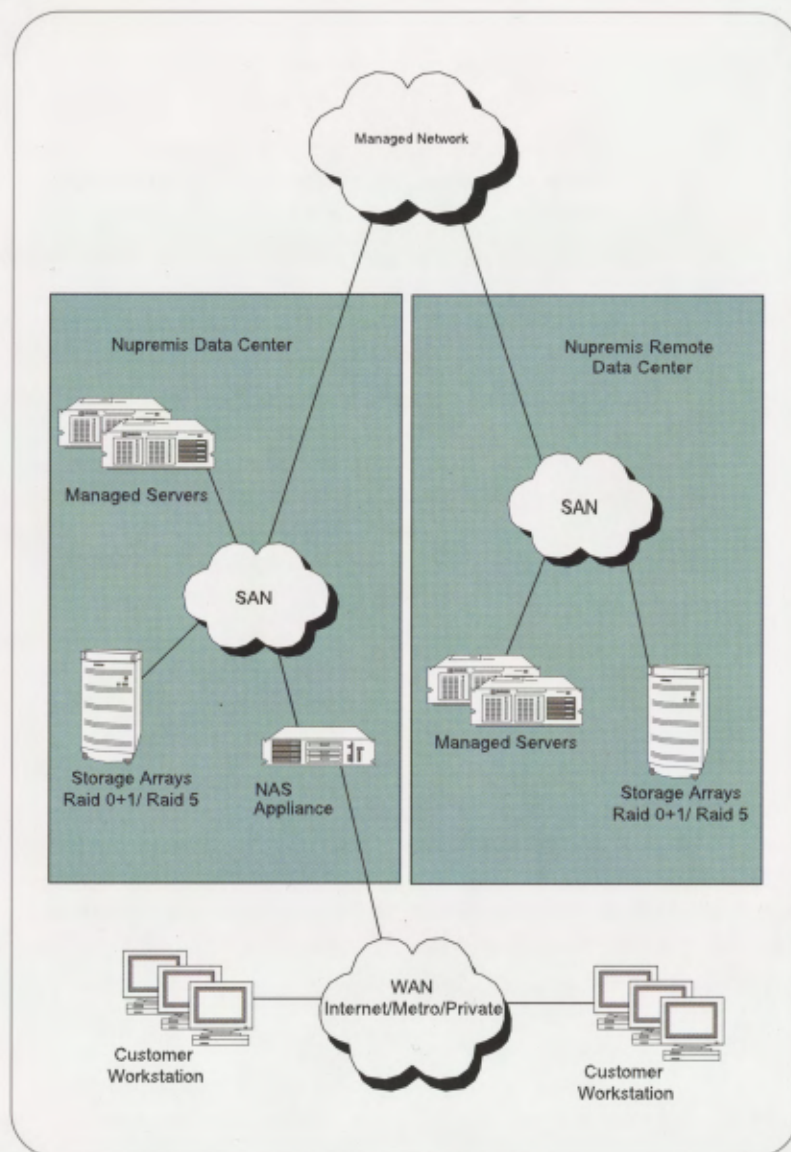
Nupremis Managed Storage provides you with:

- Highly reliable and always available storage
- Efficient scalability through storage on demand
- Comprehensive data backup and restore for total data security

The Nupremis environment is built upon an advanced Cisco Powered Network. Compaq server and storage technology is managed and supported by Nupremis service professionals. We manage complex storage technology so you can manage your business.

	Core NAS Storage	Core SAN Storage	Enhanced Storage	Premium Storage	
Nupremis Storage Feature					Benefit
Network Attached Storage (NAS) - shared managed storage based on RAID 5 Disk Arrays. Uses customer equipment through the WAN	✓				Low Price option when customer is not on Nupremis servers
Storage Area Network (SAN) - shared managed storage based on RAID 5 Disk Arrays		✓			Good Value, High Availability, High Performance
SAN - dedicated managed storage based on RAID 0+1 Disk Arrays			✓		Higher Availability, Speed & Performance
SAN - dedicated managed storage based on RAID 0+1 Disk Arrays with Remote Replication (off-site mirroring)				✓	Highest Availability, Speed, Performance & Reliability
24 Hour X 7 days per week, non-stop monitoring	✓	✓	✓	✓	Peace of Mind
Back-up - On-site - daily differential, weekly full Off-site - daily differential, weekly full	✓	✓	✓	✓	Security Enhanced Security
On-line Usage Reports			✓	✓	Capacity Planning
Redundant Storage Area Network Fabric			✓	✓	Enhanced Reliability and Security
Retention - 2 weeks - on-site 3 weeks - on-site 4 weeks - on-site 4 weeks - off-site copies	✓	✓	✓	✓	
Comprehensive Service Level Agreements	✓	✓	✓	✓	





### Special Services

Customers using Nupremis' Systems primary managed storage services or data backup services can order the following special services:

#### Service

#### Description

**Data Center SAN Connected Backup**

Backup services for customer equipment located within the Data Center not using Nupremis storage services.

- Scheduled Weekly Full Backups
- Scheduled Weekly Differential Backups
- Online usage and status reports

**Special Backup Request**

Special backup services include an unscheduled backup of a specified server and removing the tapes off-site.

**Standard Restore of On-site Data**

Standard restores include a request to restore data from the on-site tapes being retained for two weeks. For Standard Restores, Nupremis will initiate data restore services within one (1) hour of Nupremis' receipt of a proper Service Request from the customer.

**Critical Off-site Restore**

Retrieve tapes from off-site storage and restore the customer data.

- Response time is to the start of the restore
- Email notification of the restore
- Online usage and status reports

**Off-site Tape Retention Service**

Off-site tape retention services are provided as copies of the weekly full backups and removed off-site.

**Media Copy Service**

Requested copy of managed data to be moved off-site.

### Contact Nupremis

Europe  
Nupremis Limited  
24 Upper Brook Street  
London  
W1Y 7PD  
UK

Tel: +44 (0)20 7399 1800  
Fax: +44 (0)20 7399 1819

[www.nupremis.com](http://www.nupremis.com)

Frank Richardson  
[frichardson@nupremis.com](mailto:frichardson@nupremis.com)

USA  
Nupremis Inc  
4735 Walnut Street  
Boulder  
CO 80301  
USA

Tel: +1 303 939 0200  
Fax: +1 303 939 0111

[www.nupremis.com](http://www.nupremis.com)

Alan Ferguson  
[aferguson@nupremis.com](mailto:aferguson@nupremis.com)