XO™ APPLICATIONS MANAGEMENT SERVICE

A Better Alternative to Doing It Yourself   XO HOSTING SERVICES

Inventory management, 24x7 reactive and proactive monitoring, incident management, proactive administrative management, change management and performance & availability reporting are all available with XO Applications Management Service.

With XO™ Applications Management Service, You Can

- Ensure reliable, predictable and consistent performance of your Web site, maximizing your investment and increasing customer satisfaction.
- Enjoy the benefits of expert, 24x7 Web site monitoring, management and troubleshooting at a fraction of the cost of internal production support.
- Maintain your focus on your core competencies and build your business, rather than divert resources to specialty IT functions.
- Benefit from a single point of accountability for all Web site infrastructure management and operations.

Why Worry about Your Web Site's Availability and Performance?

For most companies, it's no longer enough to have a presence on the Web. As a result, the demand that companies place on their Web sites and the level of performance they expect has grown sharply. Monitoring, managing and troubleshooting these sophisticated Web sites requires dedicated staffing that may be hard to find in a busy IT department. And smaller companies and lines of business may find it difficult to locate people with the necessary expertise and experience to do the job correctly. **XO Applications Management Service** is the perfect alternative. It lets you concentrate on what you do well, while we make sure your Web site functions to its maximum potential.

Value of Being Proactive

XO uses sophisticated, proactive software agents to continually probe your system and collect key system data, while monitoring *all* critical systems and processes. Highly trained XO experts manage these software agents.

If performance or availability thresholds are reached, XO will immediately diagnose and resolve the issue before there is a problem.

The result: Application Management Service is designed to keep systems at 99.97% availability.

Exceptionally Comprehensive Set of Features

- **24x7 System Monitoring.** XO software agents automatically monitor system infrastructure for health & status and provide reactive, proactive and trending monitoring.
- **Incident Management.** XO validates and remediates any problem with the hardware or application within a set timeframe
- **Proactive Administrative Management.** XO works with you to keep the systems under management healthy. This includes regular, recurring maintenance of systems.
- **Change Management.** XO has a structured framework for tracking changes in your hosting environment to ensure that changes do not adversely impact production systems.
- **Performance and Availability Reporting.** A variety of comprehensive reports are available on-line to provide performance data to make operational decisions.
- **XO SpyGlass Portal.** This portal gives you insight to Applications Management Service by providing control on your desktop, including status of incident and change management tickets, issue resolution data, real time and trending reports and account-specific information.

Contact XO

For more information, please contact your XO Sales Representative or visit www.xo.com.

Not just talk. XO™