

Xvand Technology Corporation

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# Utility Computing Services

*Introducing Xvand's IsUtility®*



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# Technology Challenges for Contemporary Business

*Creating a Perfect World for Business Computing*

The greatest contemporary challenge to business is adapting to continually changing market conditions. This challenge drains both financial and human capital. Corporate assets are expended on cost-reducing rather than on revenue-generating priorities, often leaving inadequate infrastructure plaguing corporate performance, reducing productivity and draining profits.

These technology challenges unfortunately increase exponentially with growth. A battle ensues to keep up with customer driven demands. Continual advances in technology only increase corporate burdens by forcing investments in newer technology on a continuing basis. This usually occurs without internal expertise to properly implement and utilize the technology which, in turn, produces a devastating effect on productivity and profits.

Utilizing and implementing computer technology using a value-driven approach is mandatory for organizations of all sizes to stay competitive when facing today's business challenges. The challenge lies in satisfying business objectives, and leveraging specific resources to achieve those objectives when needed. Inherent to this challenge are the following technological obstacles that businesses must consider.

Smaller businesses that cannot budget for a full time information technology support person constantly struggle with infrastructure issues; Internal employees, or outside consultants, are usually called on to keep the business running.

Larger organizations that house a full time Information Technology Support staff are spending hundred of thousands, and even millions, of dollars on building and managing an infrastructure not related to their core business. Even companies that can create a reliable infrastructure can better utilize their financial and time resources on revenue-producing activities and servicing customers.

### **Security**

With a conventional client/server computer network, the challenge to control unauthorized access to privileged business applications and data has become increasingly complex. With this infrastructure, information and software are housed on both the server and the client desktop, an open environment which leaves them vulnerable to unauthorized access. It also increases the risk of lost or stolen information.

### **Performance**

The rapid advancement of today's high-efficiency business applications has rendered older computer networks inadequate for achieving maximum performance levels. Businesses that connect remotely or utilize lower-bandwidth connections place excess strain on their already congested networks, resulting in poor performance. This often produces redundant work and significantly decreases office productivity.

## **Access**

Competing in today's complex computing landscape demands that businesses deploy a wide assortment of desktop equipment and remote-access network connectivity. To access critical Windows-based applications, businesses are compelled to continually invest in costly upgrades and rewrite applications to ensure continuous access.

## **Management**

Managing business technology is often unpredictable and has become exceedingly time-consuming, expensive and difficult to maintain. Many businesses today must hire expensive IT personnel or turn to consultants. These professionals are asked to juggle the tasks of allocating applications to each workstation while having to update and patch applications, provide remote support and provide daily data and systems backups. As companies grow and users increase, the cost of owning and managing an in-house IT infrastructure can spiral out of control.

## Utility Computing

Realizing the Value of Technology without the Headaches

Utility computing is a unique alternative to owning and managing technology investments. Utility computing enables business planners to accurately forecast the costs of their information technology. Just as electricity, water and telephone utilities allow customers to pay only for the amount of services they need, utility computing allows organizations to pay only for the technology infrastructure they require, without purchasing, managing and supporting a complex and expensive infrastructure in house.

With utility computing, companies enable their technology infrastructure to adapt, change and grow as their business necessitates.

## IsUtility® Solution

Xvand Technology Corporation's IsUtility® solution helps organizations of all sizes to unlock the intrinsic value of technology, enabling business growth and profit through an efficient infrastructure. Whether an organization employs five or five thousand computer users, IsUtility® allows organizations to operate more efficiently, using a platform that only Fortune 500 companies could previously afford. IsUtility® eliminates the need for organizations to continually invest in computer system, and requires virtually no investment in technology at all. Additionally, most companies no longer need to internally budget for costly information technology personnel – either on staff or as outside consultants.

IsUtility® provides an infrastructure that instantly adapts to changes and operates with each organization's unique needs in mind. By improving processes to create business value through application integration, web enablement and process automation, organizations can make money on Technology versus viewing IT solely as a cost center. Xvand allows organizations to take advantage of these enabling technologies through a development process known as the DevelopIT Program®.

## **How can businesses get peace of mind knowing their data and applications are secure?**

Ever tightening government regulations on security and auditing standards and practices such as Sarbanes Oxley and HIPAA necessitate detailed documentation. IsUtility® provides the same level of security offered to a Fortune 500 Financial Institution and routinely exceeds the infrastructure security standards of third-party auditors like the Securities & Exchange Commission and Price Waterhouse Coopers.

### **Network protection**

**Description:** Xvand offers several layers of firewalls, web and network filtering for malicious code and spyware, and email filtering for Viruses and spam. Internal Access Control Policies create an environment granting access to information based on your organizational structure. Systems monitoring and security audits over and above the standards and procedures necessary to comply with GLB, HIPAA and other more rigorous auditing practices are regularly used and amended as business conditions warrant.

**Benefit:** All aspects of IsUtility® are tightly controlled to reduce vulnerabilities to a degree which few corporations would ever be able to achieve otherwise.

### **Secure Data Center**

**Description:** Xvand's co-location facility is built specifically for the Fortune 500 class. This data center includes every possible feature designed for reliably and securely housing,



protecting and delivering information technology. Each system cabinet is individually connected to redundant, dual power systems with backup diesel powered generators. Internet connectivity is provided through four separate fiber loops that connect to multiple fiber point of presence ISPs. Redundant failover routing monitors all traffic, bandwidth and availability, providing automatic re-rerouting if performance is ever affected.

**Benefit:** Applications are protected from nearly every contingency, including fire and natural disasters, theft and environmental problems.

### **Secure Services**

**Description:** To help protect network data, Xvand offers end-to-end 128-bit encryption.

**Benefit:** isUtility® provides a higher, more efficient level of security between the client and the server. Organizations can ensure that data being sent over the network— even to the most remote locations—is secure and manageable.

### **Complete Outsourcing Solution**

Xvand's IsUtility® service is a complete IT outsourcing solution. Certified technology experts support and maintain all areas pertaining to IT infrastructure and application availability so that organizations never have to worry about IT related issues. Transparent upgrades and migrations come standard with this service at no additional charge. Networking and email / Outlook / Exchange Software are also included with basic pricing. Additionally, wireless access to email as well as Blackberry support is also included.

### **Session Shadowing**

**Description:** Xvnd administrators and help-desk employees can remotely join or take control of another user's session to see the display on the screen or control the mouse and keyboard.

**Benefit:** This feature makes remote support, diagnosis and training easy, and is ideal for online interactive teaching—especially for introducing users of non-Windows clients (such as Mac and UNIX) to Windows-based applications.

## **How can managers reduce computer costs and headaches to run their businesses more efficiently?**

IsUtility® allows businesses to operate at optimum levels on an infrastructure delivered and serviced as a utility. Office productivity increases substantially as employee communication, greater business growth, responsiveness to market fluctuations and adaptability dramatically improve day to day business operations. In many instances, IT expenditures are reduced by 10% or more.

Only the services that are necessary each month are billed to the client. IsUtility® delivers only what is needed for an organization. A company can still utilize local network resources, or it can turn over all desktop and network (LAN/WAN/ISP) responsibilities to Xvand.

### **Eliminate Costly Hardware and Software Upgrades**

IsUtility® customers never worry about Microsoft's latest operating system, network or email application upgrades again. Basic services for IsUtility® insure that business processes operate on the latest infrastructure including servers, storage, networking devices and communication equipment.

Other capabilities that seamlessly integrate into your network include network faxing software and voice over IP phone systems. These additional services integrate into Microsoft Outlook and Exchange, creating a paperless, internet-based messaging environment.

### **Automatic System Update**

**Description:** The automatic system update utility provides for automatic updates of the isUtility server. This tool provides Xvand’s administrators with the ability to install the latest version of client software without interrupting client sessions.

**Benefit:** Customers no longer need to worry whether an isUtility client device is running the latest version of the client software. They are now ensured of the most recent software available.

### **Increase Productivity**

That distinction between technology as a cost of doing business versus technology as a revenue producing competitive advantage is an important component of isUtility®. As IsUtility® customers reduce the cost and complexity of their infrastructure, those freed resources can be reinvested into more strategic technology issues.

This is the greatest benefit of the IsUtility® Advantage, because each organization’s IsUtility® based network can be unified with existing business processes. True value can be created through more effective customer service and more efficient operations, allowing sales and revenue opportunities to dramatically increase.

### **The True Advantages of Technology**

Xvand’s IsUtility® service serves as a stepping stone for true business growth by using technology as a competitive advantage. An infrastructure service that provides value is important to the bottom line of any business. The unique capability of IsUtility to mold that infrastructure around business processes to create value is what sets it apart from alternate technology solutions.

### **Adaptable Enterprise**

**Description:** The IsUtility® infrastructure effortlessly adapts to the speed of today's business. Employee changes, including access to applications and remote access can be accomplished via email.

**Benefit:** Adding, changing or deleting employees and services is performed quickly and seamlessly.

### **Develop-IT Program**

**Description:** Customized projects are delivered through Xvand's DevelopIT Program which tailors technology initiatives to specific business objectives, delivering cost effective applications to enhance business performance. Xvand customers do not incur any additional costs for deployment or testing.

**Benefit:** Businesses can now view technology not only as a cost of doing business, but as a means to improve profitability, enhance revenue performance and increase market share. By automating such functions as application integration, ERP, and CRM, companies are then freed to pursue additional or larger revenue opportunities, instead of administering processes.

## **How can business people stay connected to their office data from anywhere?**

IsUtility® creates a 'Virtual Network' for businesses, allowing high performance access to networked applications from any location. IsUtility® requires only a low bandwidth connection, so that even dial up modems are effective when higher bandwidth connections are not available. IsUtility® offers a significant improvement over the speed and security of VPN connections and drastically reduces constraining bandwidth and support requirements.

### **Virtual Network**

**Description:** Multiple offices have instant access to centralized applications and data, enabling employees to easily and effectively share critical business information.

**Benefit:** Employees are no longer tied to their desks; when authorized they can instantly access their specific network applications and services from anywhere.

### **Built-in Expandability**

**Description:** IsUtility® is a highly flexible platform. Unlike standard network roll-outs, IsUtility instantly customizes business networks for departmental as well as specialized individual needs. Standard services include a complete office network with connectivity, along with hardware / workstation support if required.

**Benefit:** Automated software administration allows Xvand's help desk to bring new employees on line and manage access control policies quickly and seamlessly.

## **How can businesses stay up and running so that their applications are always available to their employees?**

Reliability begins with a modularized and redundant architecture. Business can rely on an infrastructure designed and built to deliver 99.999% reliability. System uptime is guaranteed – your network is delivered on a completely redundant and completely secure platform which is monitored and managed 24 x 7. Connectivity is also redundant, preventing single points of failure.

IsUtility®'s core components exist on a network backbone designed to optimize system resources through multiple paths, delivering virtual business networks to individual users whenever they connect. The overall design allows for maximum redundancy and a grid-based services model, providing the highest levels of service and scalability.

### **Any Client Device**

**Description:** Extends the reach of Windows-based applications to virtually any client device including 286, 386, 486 and Pentium PCs, Windows-based terminals, wireless devices and personal digital assistants (PDAs).

Supports all types of Windows clients, including Windows 3.X, Windows for Workgroups, Windows 95, Windows NT Workstation and Windows CE.

**Benefit:** Organizations can deliver the same set of applications to virtually any client device without rewriting a single line of code, changing client hardware or adjusting client system configurations.

### **Any Network Connection**

**Description:** Connects users to the network through standard telephone lines, WAN links (T1, T3, 56kb, X.25), broadband connections (ISDN, Frame Relay, ATM) and wireless connections as well as over the Internet or corporate Intranets. Supports all

LAN and WAN protocols, including TCP/IP, IPX, SPX, NetBIOS and direct asynchronous connections.

**Benefit:** Ideal for enterprises that need to extend applications to users everywhere—regardless of connection type or available bandwidth. For companies with multiple networks and file servers, it's a convenient and efficient way to get enterprise-wide application deployment.

### **Any Application**

**Description:** Users can access the full range of business and personal productivity applications including the latest Windows-based applications, client/server and even Java applications, from a universal client, regardless of available horsepower or operating system.

**Benefit:** Organizations can reduce the total cost of application ownership by leveraging their existing technology investments. Users are able to access the most advanced business-critical and productivity applications with their preferred devices, eliminating the expensive training normally required.

### **Disaster Recovery Platform**

**Description:** The isUtility platform includes the additional intelligence to support multiple sites (such as a primary and hot backup) with different addresses for the same published application name.

**Benefit:** Xvand utilizes multiple server sites. In the event of a disaster, disabling our primary data center, IsUtility can be running at our backup data center within 48 hours of the disaster.

### **Client Print Manager**

**Description:** This unique client-printing enhancement allows users to define which client printers can be configured on their client device. IsUtility is capable of supporting virtually any printer currently in production.

**Benefit:** This feature provides for an even higher level of seamless experience giving users additional flexibility and access to local system resources.

### **Printer Mapping**

**Description:** Users can transparently access their local printers. Client printers are configured automatically for Windows-based clients and are added to the Print Manager.



**Benefit:** Mobile users can print remotely, regardless of location.

# IsUtility®

*Outsourced Utility Computing Services*

<b>SECURE.</b> Virus/Spam Protection Nightly Backups Patch Management	<b>RELIABLE.</b> 24/7 Help Desk Remote Assistance Continuous Monitoring	<b>ACCESSIBLE.</b> Guaranteed Uptime Access from Anywhere Up-to-date Technology
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**SATELLITE OFFICE**



**IsUtility®**  
X-VAND



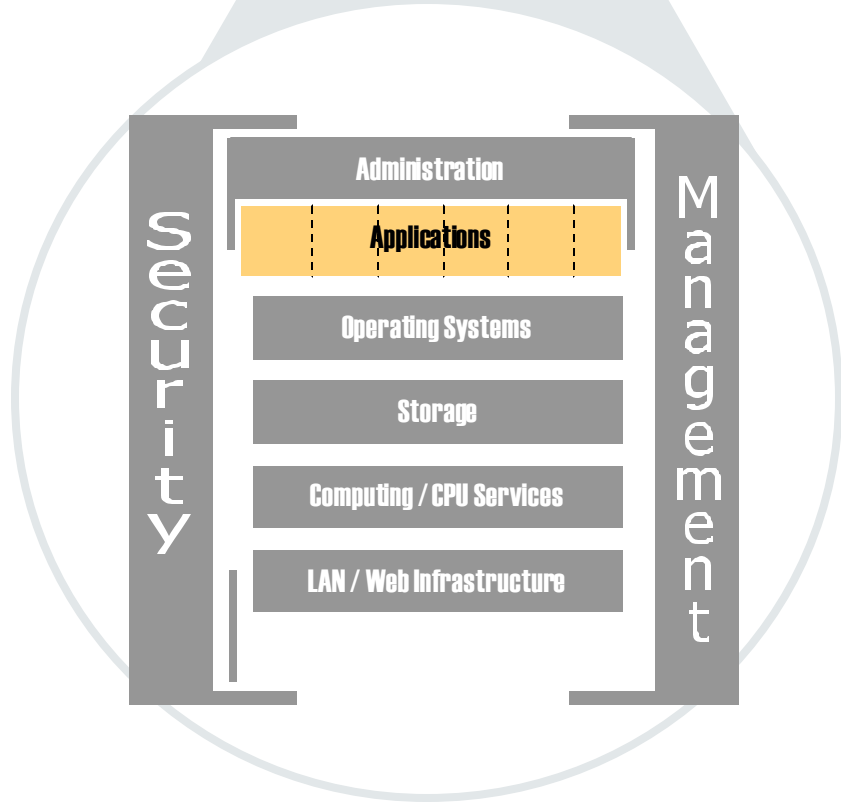
**FIELD PC**



**SATELLITE OFFICE**



**FIELD PC**



## **Questions and Answers**

### **Why Should I Store My Data Off Site?**

Essentially, important corporate information is often viewed as so critical to the future of your business that moving it to an off site data center would either introduce security vulnerabilities, or make it less accessible in the event of an emergency or power failure. Neither concern, however, is warranted.

A corporation's important, proprietary data (including intellectual property) should be stored in the most secure environment possible. However, if information needs to be shared and accessed across a network, a number of vulnerabilities require constant attention. This includes threats from internal and external intrusions to your corporate network, as well as viruses and other forms of malicious code that can be introduced via network, email, internet and internal actions.

Xvand takes all security threats very seriously. Nothing is more important than our customer's data, and strict policies and procedures are enforced to ensure your corporate information is protected to the same degree as that of a Fortune 500 Financial Institution.

IsUtility® insures your data is always accessible; however you are now better able to control exactly how and when it is accessed and by whom. Access control policies are put into place for you to grant access to your data at a more granular level so you control where, when and how it is accessed at the file, folder, network and application level. Those who need full access can now have full access from anywhere, with stronger security than could have been

implemented on your office network. Other employees can be locked down to specific workstations, and even specific times for access. When changes are necessary a 24 hour support staff is available to take your call 365 days a year.

If power outages should occur, your session will be available, exactly as you left it. If power does not promptly return, you can go to another location to retrieve your session. Xvand's data center is backed up by dual diesel generators and multiple power grids to insure continuous operation.

### **What About my Existing Investment?**

Your existing investment in network hardware and software can be fully utilized with IsUtility®. In fact, because of seamless connectivity within the IsUtility® network, peripherals in one location can be remotely accessed in another through Xvand's user administration security. For example, when someone needs to send faxes, they can simply print to a network printer in another office

The principal advantage to IsUtility® is that you no longer have to maintain or upgrade your network infrastructure. When file servers or network devices wear out, simply move those services onto the IsUtility® network, You will never worry about upgrades, support or security for those services again.

### **What if Something Happens to Xvand?**

Xvand is a 'second generation' company that has been offering technology integration services for 26 years. We have never left a client in a precarious position.

Our “pay-as-you-go” agreement allows clients maximum flexibility. Xvand’s services are delivered in 30 day increments, just like a water or electricity bill, and clients are always given protection from any potential circumstances.

Our Service Level Agreement guarantees clients specific rights pertaining to a change of business plan on Xvand’s part. If that occurs, our engineers provide an immediate transfer of important applications and data to any local devices and servers. Clients are guaranteed 6 months notice should a necessary change in business occur regarding IsUtility®, for any reason. However, this contingency is extremely unlikely due to Xvand’s positive business growth and burgeoning success.

Xvand is a completely self funded organization, located in the same address for 26 years, and with zero debt. Xvand’s credit rating with Dun & Bradstreet is among the highest possible, and Xvand is a member in excellent standing with the Better Business Bureau.

## **Conclusions**

As more business executives and managers look at technology-related issues from the standpoint of value versus cost, they will be more likely to outsource areas that are not considered core competencies. Furthermore, as long as alternatives are available which achieve greater productivity with lower annualized overhead, the market will more readily accept those alternatives as mainstream.

Xvand leads the industry in delivering infrastructure and technology on a utility model. As market forces shift

business decision makers to select cost efficient models that provide maximum value, IsUtility® will consistently be the technology infrastructure of choice for businesses that strive to achieve true competitive advantages.