



The Cloud Experience

TECSYS®



No need to monitor and maintain hardware (servers, routers, storage, etc.)

No need to tweak, tune or monitor software performance

No need to monitor and maintain network and data security

No need to monitor and maintain a disaster recovery system

No need to hire, train, and retain IT staff (DBA, System and Network Admins, etc.)

**Cloud is not about the infrastructure.
It is about the problems it solves.**

Plugging into the cloud enables you to focus on your customers & scale at the speed your business demands.

We know that businesses are always changing – adapting to standards, shifting to market demands, improving operational efficiency – but the acceleration of this rate of change has placed higher importance on the agility of infrastructure so that IT isn't a bottleneck for improvements to core business activities.

Cloud is a well-established engine for flexibility and scalability that lets businesses control their data, their user experiences and their operational costs. The widespread benefits of cloud are helping businesses around the world transform and compete. Innovations in cloud are also fast and furious. As the technology matures, it is increasingly important to navigate not just cloud software, but a multi-cloud strategy across infrastructure, platform and disaster recovery.

We want to eliminate the burden of IT systems capacity and maintenance so that your business remains your focus. In partnership with you, we want you to leverage a powerful cloud universe that protects your core business and mitigates risk with an ecosystem architected with security, elasticity and redundancy in mind.

Focus on brilliant customer experiences instead.

24/7

**Always available.
Always on duty. 24/7/365.**

Why cloud is key

ELASTIC INFRASTRUCTURE FOR GROWTH AND SCALABILITY

Scale at the speed of your business. Proactive performance monitoring to signal if/when resource allocation is necessary.

- **How will you handle the evolving needs of your IT infrastructure to support business growth?**
- **What is the TCO on an aging on-premise infrastructure?**

As your business grows, the demands on your IT environment will grow as well. Performance and availability can suffer if the solution you use does not grow with your business. What often happens is that businesses learn to work around hardware they have outgrown, but it always has a negative impact on productivity. We have a virtual environment with virtual servers which give us the flexibility and scalability to create, clone, or add more resources in response to the growth of your business.

In short, we simplify scaling for growth so you can quickly and easily adjust your IT footprint as your business demands it. There is no need to scale your IT department up or down, or buy additional hardware; with one phone call, quickly adapt your ecosystem to your ever-changing, and sometimes unpredictable, business needs.

GUARANTEED REDUNDANCIES AND UPTIME FOR ULTIMATE AVAILABILITY

Backup and recovery services to ensure your system is accessible 24/7.

- **What is the impact on your production when a hardware component fails?**
- **Where are your backups?**
- **Do you have a secondary disaster recovery (DR) site ready to take over if needed?**

Hardware or network components can fail at the most inopportune times, creating havoc with customers and unplanned expenses for you. Understanding and architecting your Recovery Time Objective (RTO) and Recovery Point Objective (RPO) in case of a disaster ensures system availability on your terms.

The right balance of redundant servers, storage, RAM, CPU, redundant internet and power sources means we can guarantee 99.9% uptime of the infrastructure – and if we fail, we owe you some money back. We offer multiple resilient Highly-Available (HA) architectures and Disaster Recovery (DR) options to meet your needs and budget.

FASTER GO-LIVE AND ROI

Virtual private cloud deployments by supply chain and TECSYS solution experts.

- **What is your timeline for implementation?**
- **What is the implication of fluctuations in infrastructure and hardware requirements in a shifting business ecosystem?**

Depending on the scope of the implementation and the desired speed to market, cloud takes hardware procurement, setup and validation off the critical path. Our on-staff infrastructure, platform, DBA and application specialists are experts in shortening the time to value through cloud.

Shared hardware and network infrastructure is a well-established cost control; our customers are hosted in our own data centers, complete with network, server and storage gear, in a location that is directly connected to the internet with minimal cost and complexity, and with duplication and redundancies already in place. Think of it as an extension of your IT staff, with the added advantage of having years of specific product knowledge and experience at your fingertips. And with TECSYS managing everything behind-the-scenes, you'll finally have the freedom to focus your energy on just running your business. It's a win-win solution!

ARCHITECTED FOR SECURITY AND COMPLIANCE

Encryption and firewall protection, beyond data encryption in transit and at rest, to secure the safety and confidentiality of your data.

- **How secure are your servers?**
- **Are you protected from physical and cyber security threats?**

We realize that handing over your supply chain management application to TECSYS requires a great deal of trust. You can rest secure in the knowledge that we take great pains to safeguard your data in compliance with industry and government guidelines. Partnering with the world's leading cloud infrastructure providers, TECSYS manages and monitors the servers and your data on a 24x7 basis. Your data remains your confidential property; not mixed or stored with others.

HOW DO WE DELIVER CLOUD SECURITY?

- Virtual Private Cloud
- No Shared Databases
- Private VLAN
- 24x7 Monitoring
- Partnership with AWS and other leading cloud service providers



- Customer Auditing Tests
- Ethical Hacking and Penetration Tests
- Dedicated Environments
- HIPAA Trained Staff
- FDA-Compliant Installations

TRANSPARENCY AND CONTROL FOR TOTAL ACCOUNTABILITY

Reporting and change management procedures to keep you constantly informed.

- **Are you set up with strict change controls?**
- **Are your security patches up to date?**

Don't worry, there are no surprises. Our customers reserve the right to approve any and all changes that go into production. Our team adheres to strict change management procedures that keep you up-to-date on your hosting environment, and we keep you informed of any planned changes, making them subject to your approval. We remain fully accountable to you through detailed reports that are issued for any incidents that might occur, as well as a monthly summary of all activity affecting you.

Your cloud strategy. Not ours.

The best cloud environment is one that adapts to your business and your needs

Being able to pivot and scale as your business demands it, not as infrastructure allows it, is critical in today's business landscape. And we focus on what that means for your business and technology stack.

Every business is unique, and so too is the cloud strategy that supports that business' successful operation. We take pride in co-crafting a cloud approach that protects your core business and mitigates risk while architecting in the elasticity and security you need to meet your operational goals.



A modern cloud ecosystem is defined and configured according to your workload, your technology stack and your individual needs.

PRIVATE

Fully-managed private infrastructure hosted in professional and standards-compliant data centers with physical addresses in the United States boasts a level of security suitable for the needs of the healthcare industry.

Fully Managed Private Infrastructure

- Hosted in professional data centers
- Designed for the needs of healthcare
- Physical addresses in the USA
- SOC2-compliant data centers

PUBLIC

Fully-managed private architecture in partnership with top tier data centers provide a private deployment model for healthcare within a public cloud in which data never leaves the United States and remains fully standards-compliant.

Fully Managed Private Architecture

- Leading partners
- Private deployment model for healthcare, within public cloud
- Data remains only in the USA
- SOC2-compliant data centers

HYBRID

Personalized hybrid models offer third-party cloud-ready software product integration and disaster recovery or fail-over options that are tailored to specific redundancy, security and execution requirements.

By design & when it makes the most sense

- Integration with third-party cloud-ready software products
- Disaster recovery or fail-over options

No headaches. No hassles. Just software that works for you.

TECSYS' Cloud suite delivers on its promise to make supply chain execution easy.



CLOUD INFRASTRUCTURE

Moving a business' infrastructure to the cloud is quickly becoming the benchmark for companies who invest in supply chain systems. Establishing proactive mitigation in a virtual private cloud model with high availability options addresses problems before they happen. This strategy means that a dedicated and specialized team monitors and maintains your resilient and flexible architecture to keep your businesses running at full capacity. Infrastructure-as-a-Service makes good business sense for our customers because we can pass on our knowledge and experience.



CLOUD DATABASE

Cloud databases are stable, secure and always in tip-top shape. While on-premise databases can experience sudden resource imbalances from load volatility, the flexibility of managed database administration (DBA) means you are not susceptible to this contraction or expansion of demand.

Our customers enjoy private single-tenant DBA best practices in the form of predictable performance, data security and ongoing monitoring by certified on-staff administrators. We provide database installation, configuration, monitoring, administration, tuning and optimization of your database 24/7/365 so that your focus remains on your core business.



CLOUD PLATFORM

Driving operational simplicity through our Platform-as-a-Service offering delivers a higher standard for risk mitigation and agility. From installation and configuration to monitoring and tuning, our top-tier infrastructure is architected with security, elasticity and redundancy in mind, giving you the capacity to scale quickly while protecting your core business.



CLOUD DISASTER RECOVERY

Disasters do not come with warning signs. It is increasingly important to ensure mission-critical applications are effectively recovered in worst-case scenarios. Defining your business' recovery point objective and recovery time objective means successfully minimizing the impact of these events, should they occur. Disaster recovery plans require your staff to have experience, specialized skill and availability— both at time of test (ATOT) and at time of disaster (ATOD).

Whatever your recover-to-cloud formula is, the fully-managed TECSYS service delivers a quality starting point from which to trigger disaster recovery and preserve business continuity activities.

Supply chain management is our business, **so we speak your language.**

TECSYS combines our unique appreciation for the complexities of supply chain with our deep knowledge of your supply chain execution software to raise the bar in cloud services. Our partnership with a leading data center and disaster recovery provider means that our comprehensive suite of managed services meets the most stringent of standards in cloud and delivers value far beyond it.



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