



# West Virginia Purchasing Division

2019 Washington Street, East  
Charleston, WV 25305  
Telephone: 304-558-2306  
General Fax: 304-558-6026  
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header

List View

**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#)

Procurement Folder: 126543

Procurement Type: Central Purchase Order

Vendor ID: 000000181088

Legal Name: ADVIZEX TECHNOLOGIES LLC

Alias/DBA:

Total Bid: \$36,000.00

Response Date: 10/08/2015

Response Time: 11:34

SO Doc Code: CRFQ

SO Dept: 1600

SO Doc ID: SOS1600000004

Published Date: 9/14/15

Close Date: 10/8/15

Close Time: 13:30

Status: Closed

Solicitation Description: maintaining the voter regr. system to a cloud app

Total of Header Attachments: 0

Total of All Attachments: 0



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 126543

**Solicitation Description :** maintaining the voter regr. system to a cloud app

**Proc Type :** Central Purchase Order

Date issued	Solicitation Closes	Solicitation No	Version
	2015-10-08 13:30:00	SR 1600 ESR10081500000001519	1

**VENDOR**

000000181088  
 ADVIZEX TECHNOLOGIES LLC

**FOR INFORMATION CONTACT THE BUYER**

Frank Whittaker  
 (304) 558-2316  
 frank.m.whittaker@wv.gov

Signature X FEIN # DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	3.1.2 SLA for On-going Maintenance and Support of the Enviro	12.00000	MO	\$3,000.000000	\$36,000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

**Extended Description :** The West Virginia Purchasing Division, for the West Virginia Secretary of State's Office, is soliciting bids for on-going support and maintenance of the WVSOS' cloud environment, Azure (IaaS) per the attached specifications and terms & conditions contained herein.

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Advizex Technologies  
Company

Mika Berg  
Authorized Signature

10/8/15  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

**CERTIFICATION AND SIGNATURE PAGE**

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Advizex Technologies  
(Company)

Mika Bostaph, AE  
(Authorized Signature) (Representative Name, Title)

304-615-3301, 304-345-2928, 10/8/15  
(Phone Number) (Fax Number) (Date)

STATE OF WEST VIRGINIA  
Purchasing Division

# PURCHASING AFFIDAVIT

**MANDATE:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: AdvizeX Technologies

Authorized Signature: M. B. Bostopke Date: 10/6/15

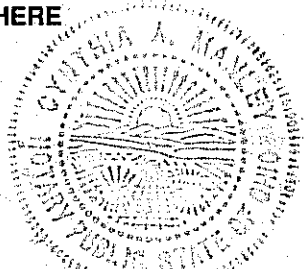
State of Ohio

County of Cuyahoga, to-wit:

Taken, subscribed, and sworn to before me this 6<sup>th</sup> day of October, 2015.

My Commission expires September 24, 2018.

AFFIX SEAL HERE



NOTARY PUBLIC Cynthia Manley

CYNTHIA A. MANLEY  
NOTARY PUBLIC, STATE OF OHIO  
My Commission Expires 9/24/2018

Purchasing Affidavit (Revised 08/01/2015)



# State of West Virginia VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

**1. Application is made for 2.5% vendor preference for the reason checked:**

- Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
- Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
- Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,

**2. Application is made for 2.5% vendor preference for the reason checked:**

Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,

**3. Application is made for 2.5% vendor preference for the reason checked:**

Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,

**4. Application is made for 5% vendor preference for the reason checked:**

Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,

**5. Application is made for 3.5% vendor preference who is a veteran for the reason checked:**

Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,

**6. Application is made for 3.5% vendor preference who is a veteran for the reason checked:**

Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

**7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules.**

Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

**Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.**

Bidder: Advizex Technologies

Signed: Melita Belfrage

Date: 10/8/15

Title: Account Executive





Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Request for Quotation  
 21 – Info Technology

Proc Folder: 126543

Doc Description: maintaining the voter regr. system to a cloud app

Proc Type: Central Purchase Order

Date Issued	Solicitation Closes	Solicitation No	Version
2015-09-14	2015-10-08 13:30:00	CRFQ 1600 SOS1600000004	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Name, Address and Telephone Number:  
 Advizex Technologies  
 803 Quannier St. Suite 300  
 Charleston, WV 25301  
 304-615-3301

**FOR INFORMATION CONTACT THE BUYER**

Frank Whittaker  
 (304) 558-2316  
 frank.m.whittaker@wv.gov

Signature X *M. J. Betteg* FEIN # 37-1504-931 DATE 10/8/15

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION:**

The West Virginia Purchasing Division, for the West Virginia Secretary of State's Office, is soliciting bids for on-going support and maintenance of the WVSOS' cloud environment, Azure (IaaS) per the attached specifications and terms & conditions contained herein.

INVOICE TO		SHIP TO	
CFO		SUPPLY CLERK	
SECRETARY OF STATE		SECRETARY OF STATE	
BLDG 1 STE 157K		BLDG 1 STE 157K	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD E	
CHARLESTON	WV25305-0770	CHARLESTON	WV 25305-0770
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	3.1.2 SLA for On-going Maintenance and Support of the Enviro	12.00000	MO	\$3,000.00	\$36,000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

**Extended Description :**

The West Virginia Purchasing Division, for the West Virginia Secretary of State's Office, is soliciting bids for on-going support and maintenance of the WVSOS' cloud environment, Azure (IaaS) per the attached specifications and terms & conditions contained herein.

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Technical Question Deadline	2015-09-22

<b>SOS1600000004</b>	<b>Document Phase</b> Final	<b>Document Description</b> maintaining the voter regr. sy stem to a cloud app	<b>Page 3</b> <b>of 3</b>
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**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

# Environment Managed Service Proposal

West Virginia Secretary of State- SOS1600000004



Mika Bostaph- Account Executive

[mbostaph@advizex.com](mailto:mbostaph@advizex.com)

304-615-3301

William Carroll- Client Services Director

[wcarroll@advizex.com](mailto:wcarroll@advizex.com)

415-505-3030



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



## WV SOS Summary:

- WV SOS currently has a Microsoft-based application running in Azure.
- Seeking
  - 24x7x365 uptime and performance monitoring, alerting, remediation, administration, and patching
  - Server/OS/Virtualization monitoring, alerting, remediation, administration and patching
  - Monitoring and remediation of WAN connectivity
- Partner should be able to effectively and proactively manage the system with a strong sense of accountability and issue ownership.





# 40 Years in Business; Over 2000 Customers; 98% loyalty

\$500M in Global Revenue  
\$250M in North America Revenue

800+ in North America  
5000 + Professionals Globally  
Local Support - 30+ Local Offices!!

110+ Infrastructure Technologists  
800+ technical certifications  
3500+ Software Engineers and Developers Globally  
1500+ Managed Services Resources

# Rolta AdvizeX Managed Services



**16+**

Years in Managed Services



**2000+**

Global Technologists



**100+**

Managed Services Customers



**15+**

Industry Awards

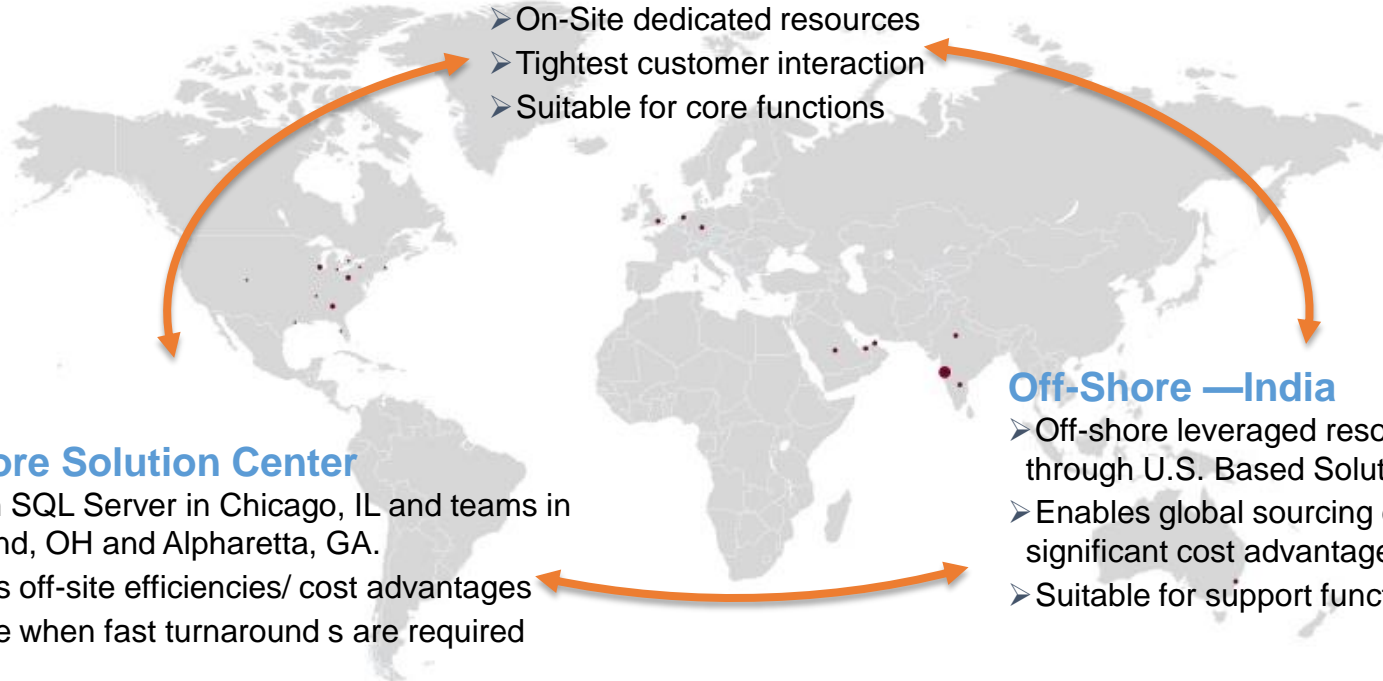
# AdvizeX Global Source Capabilities

- Atlanta
- Boston
- Charleston
- Chicago
- Cincinnati
- Cleveland
- Columbus
- Denver
- Detroit
- Houston
- Nashville
- New York
- Pittsburgh
- Rochester
- Tampa

## Client On-Site

- On-Site dedicated resources
- Tightest customer interaction
- Suitable for core functions

- Mumbai
- Delhi
- Hyderabad
- Amsterdam
- Frankfurt
- London
- Riyadh
- Abu Dhabi
- Dubai
- Sydney
- Toronto



## On-Shore Solution Center

- CoE on SQL Server in Chicago, IL and teams in Cleveland, OH and Alpharetta, GA.
- Enables off-site efficiencies/ cost advantages
- Suitable when fast turnaround s are required

## Off-Shore — India

- Off-shore leveraged resources, managed through U.S. Based Solution Center
- Enables global sourcing efficiencies/ significant cost advantages
- Suitable for support functions

Projects in Over 40 Countries | 5000+ Employees Globally | 700+ Professionals in United States

## Rolta AdvizeX Network Managed Services High-Level Capabilities:

- Assigned Delivery Manager as customer point-of-contact
- 24x7x365 monitoring and alerting for Network, OS, and Applications
- Integration with customer's IT service management
- Client portal for incident management and reporting
- Service reviews
- Problem response, resolution, and change management
- System logging and performance management
- Issue identification and remediation
- User access management
- Backup management
- Environment stop/start
- Vendor support ticket management
- In-Release patching
- Root cause analysis

## Rolta AdvizeX Managed Services Benefits:

AdvizeX's Specialized Support services provide customers the ability to maintain an IT environment without the need for dedicated full-time support staff. Customers have immediate access to senior technical resources. In addition, local specialized Consultants can be provided from our regional offices for project-oriented work (scoped separately).

Benefits our customers realize from Rolta AdvizeX Managed services include:

- 24x7x365 support and help desk
- Dedicated service delivery manager
- Custom-tailored service plans
- Flexible cloud offerings
- Local technicians to ensure our service meet your environment
- Additional resourcing for projects
- All global resources are Rolta AdvizeX employees

# Monthly Cost:

**Scope:** 1 SQL Server Database, 2 app servers, 5 OSs, 1 Site-to-site VPN

## **Investment (Option 1, Global):**

- One-Time Setup: \$3,000
  - includes: Connectivity setup and validation (VPN), Customer integration (Insight RM, service desk ticketing), Operations documentation, Environment stabilization and turnover
- Monthly Fee: \$3,000

## **Investment (Option 2, US only):**

- One-Time Setup: \$3,000
  - includes: Connectivity setup and validation (VPN), Customer integration (Insight RM, service desk ticketing), Operations documentation, Environment stabilization and turnover
- Monthly Fee: \$5,922

### **Notes:**

- A thorough review of WV SOS's requirements would be conducted prior to delivery of services.
- Price does not include future environment expansion (typically achieved via addendum to initial service order).



## References:

The following is high-level reference information for 2 of Rolta AdvizeX's customers. The scope of work performed is similar in nature to the work desired by West Virginia Secretary of State:

**Customer:** City of Longwood, FL

**Technologies Supported:** SQL Server, Virtualization, Operating System, Active Directory, Exchange, Compute, Storage, Networking

**Customer Challenge:** Minimal onsite resources required augmentation from a 3<sup>rd</sup> party provider to meet existing demand

**Why Rolta AdvizeX:** We provided a diverse range of high-level professionals on a 24x7x365 basis.

**Customer:** Valeant

**Technologies Supported:** ~100 SQL Server instances, ~200 Oracle databases

**Customer Challenge:** Incumbent provider could not meet SLAs, nor perform basic patching, tuning, etc.

**Why Rolta AdvizeX:** We offered a customer-focused engagement management approach matched with end-to-end services.



VALEANT

**Note:** Rolta AdvizeX will provide customer reference calls or letters upon request, however; due to customer availability, the cases documented here may not be the same as those provided via reference call.

## Next Steps:

### Complete Discovery Pricing Phase

- Complete any additional discovery of WVSOS' requirements
- Revise pricing, terms, and scope

### Contract Phase

- Sign-countersign MSA
- Develop and present detailed Service Order contract with Exhibit A detail of services
- Sign-countersign of SO and Exhibit A
- Purchase Order

### Onboarding Phase

- Initial kickoff meeting, run-book planning
- Validation of MS team Access
- Installation of monitoring
- Development of further SOPs

# Appendix:

## Description of Delivery Architecture



# Delivery Architecture

## Customer Environment "Network Infrastructure"



Standard and Customizable  
Polling and Threshold  
parameters



Secure VPN



## Roleta AdvizeX "Operations"

Notification per  
escalation  
procedures



### Service Desk

- Monitoring and Alerting
- Device configuration backup/restores
- Port configurations
- Change Management
- Routing and protocol administration
- Troubleshooting
- Vendor escalation

Monitoring VM, Syslog  
Collector, and Device  
Management Consoles:  
Up/Down, Connectivity, and  
Services



### Insight RM

- Monitored by Roleta AdvizeX
- Monitors customer deployed toolset and internet gateway(s)



### Management Console

- Utilized by Roleta AdvizeX for administration functions
- Appropriate security credentials required



### Insight RM

- Virtual appliance deployed in customer's environment
- Provides automated alerting and data collection for reporting



# Onboarding Processes

## DISCOVERY

- Architectural diagrams
- Health check (if required)
- Remediation (if required)
- Establish notification and escalation process
- Change management process review
- Understand system access requirement
- Define communication paths
- Creation of runbook

## INTEGRATION

- Setup remote connectivity
- Toolset deployment
- Ticketing system integration
- Establish weekly, monthly, and quarterly reporting
- Assignment of Service Delivery Manager

## OPERATION

- 24x7 monitoring and alerting
- Day-to-day administration
- Incident and event management
- Troubleshooting
- Upgrades and patching
- Performance tuning
- Capacity planning
- Trend analysis
- Reporting



# Support Organization Roles



# Service Delivery Manager



SDM



L1



L2



L3



- ***Ensure client satisfaction***
- Single point of contact for escalation
- SLA management for all incidents
- Schedule and coordinate all system maintenance activities with the customer
- Alert customer in the event of an outage
- Perform quality reviews on all deliverables
- Organize and facilitate Quarterly Business Reviews

# Level 1 Analysts



- 24x7 monitoring, alerting, and response for network devices
- Device configuration backups
- Device level authentication and user access management
- Basic port configurations
- Ticket lifecycle management and change management process
- Weekly and monthly reporting

# Level 2 Administrators



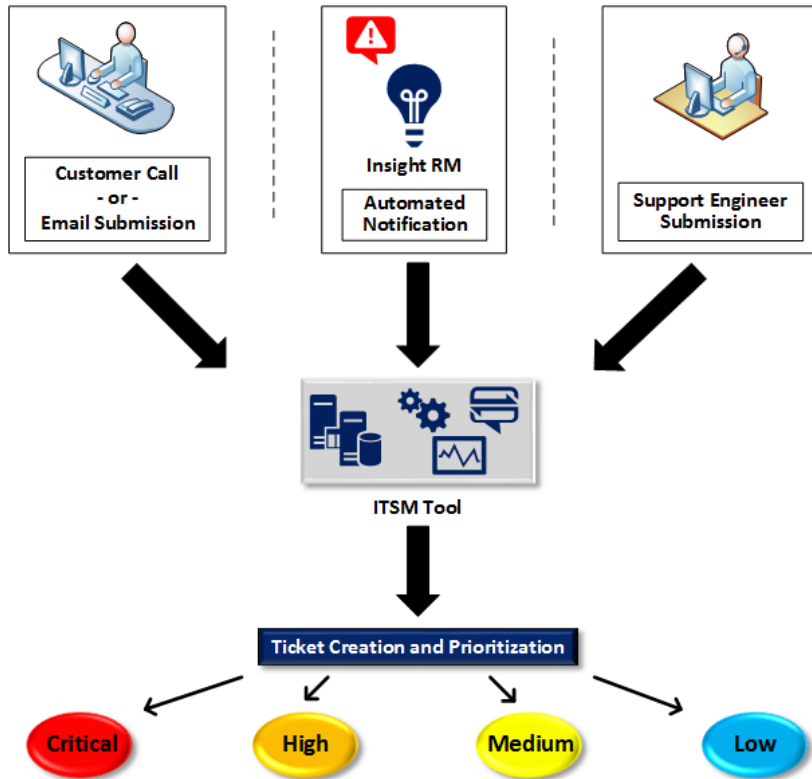
- Device configuration restores
- Ports, Trunks, and VLAN configurations
- Configure and modify protocol and routing settings
- Create, modify, and troubleshoot VPN client connectivity
- Configure and optimize Load Balancer parameters and rules
- Script creations for advancing monitoring
- Firewall Rules Administration
- Apply software and firmware upgrades to infrastructure

# Level 3 Architects and Engineers



- Advanced troubleshooting including vendor issue/incident escalation on customer's behalf
- HA troubleshooting and management
- QoS and traffic service maintenance
- Root cause analysis
- Capacity planning and trend analysis
- Assistance with Disaster Recovery testing/execution
- Architectural reviews
- New features analysis and recommendations
- Quarterly business reviews

# Ticket Creation Process



## Examples

### Customer Initiated:

- Guest wireless inaccessible
- Define a new rule for DMZ access

### Insight RM:

- Failed power supply
- Performance threshold reached

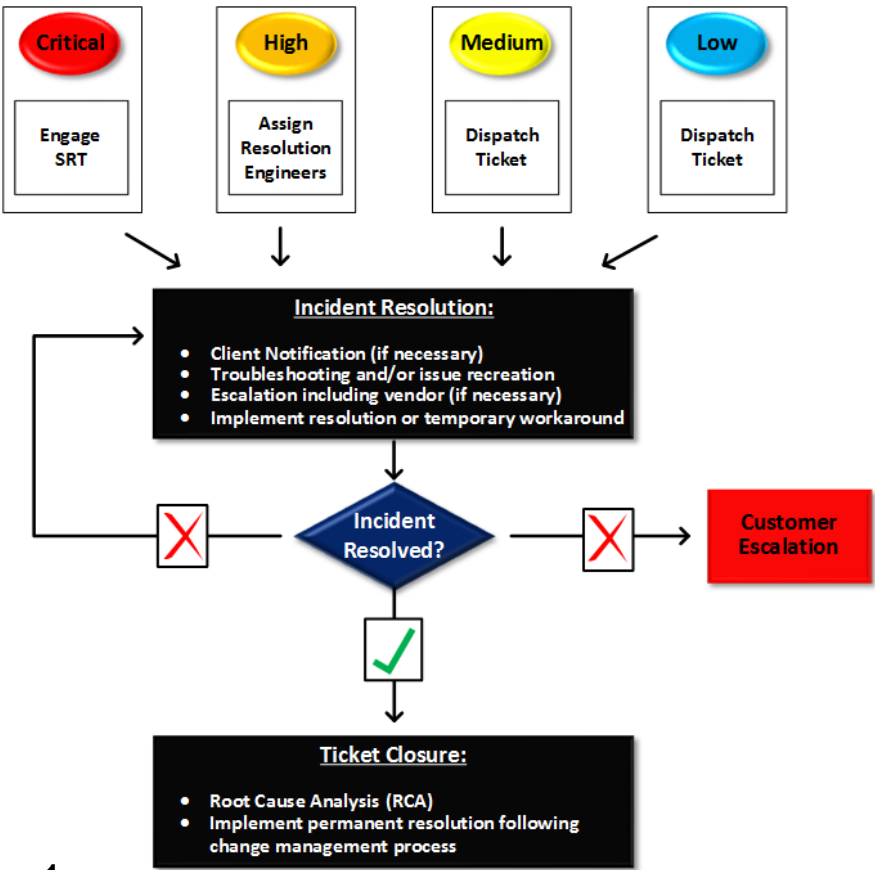
### Support Engineer:

- Apply firmware update
- Schedule a device reboot

*Integrations with customer monitoring tool(s) and ticketing system are reviewed on a case-by-base basis*



# Incident Resolution Process



- Access to Rolta AdvizeX ticketing system and monitoring tool is available
- SRT = Service Restoration Team
- Customer Change Management process is documented during onboarding process
- RCA is performed for customers in a Standard or Complete package
- Customer Escalation:
  - Essentials Package
  - Issue lies outside of Rolta AdvizeX control (e.g. network connectivity)

# Priority and SLA Matrix - Essentials

PRIORITY & SERVICE LEVELS MATRIX						
SEVERITY	PRIORITY MATRIX					
	IMPACT					
			Organization-wide	Floor/Building	Workgroup or Department	Less Than 10 End Users
			<i>Critical</i>	<i>High</i>	<i>Medium</i>	<i>Low</i>
	Complete Outage	<i>Critical</i>	1	1	2	2
Partial Outage	<i>High</i>	1	2	2	3	
Minimal Outage	<i>Medium</i>	2	2	3	4	
Requisition	<i>Low</i>	2	3	4	4	
RESPONSE AND RESOLUTION MATRIX	SERVICE LEVELS					
	Priority	Initial Response (97.5% Confidence)	Resolution Target (90% Confidence)	Status Cadence	Penalty/Reward %	Effort
	1	15 Minutes	30 Minutes	N/A	N/A	Continuous
	2	15 Minutes	30 Minutes	N/A	N/A	Continuous
	3	15 Minutes	30 Minutes	N/A	N/A	Business Hours
4	4 Hours	8 Hours	N/A	N/A	Business Hours	

*Priority and SLA Matrix can be customized to meet business requirements*

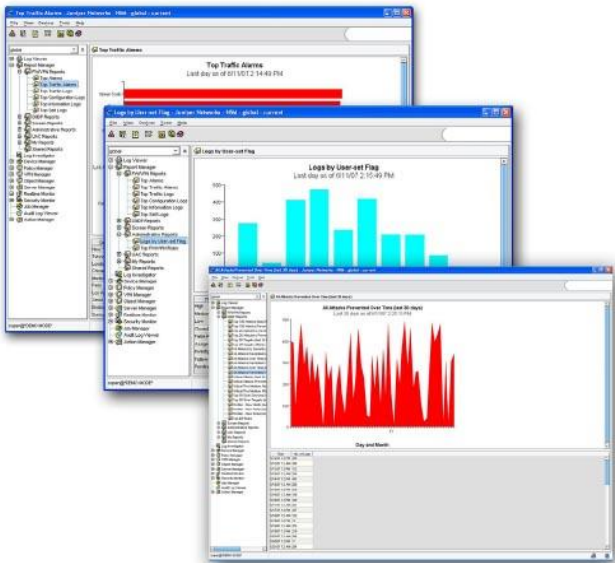
# Priority and SLA Matrix - Standard and Complete

PRIORITY & SERVICE LEVELS MATRIX						
	PRIORITY MATRIX					
	IMPACT					
			Organization-wide	Floor/Building	Workgroup or Department	Less Than 10 End Users
			<i>Critical</i>	<i>High</i>	<i>Medium</i>	<i>Low</i>
	SEVERITY	Complete Outage	<i>Critical</i>	1	1	2
Partial Outage		<i>High</i>	1	2	2	3
Minimal Outage		<i>Medium</i>	2	2	3	4
	Requisition	<i>Low</i>	2	3	4	4
RESPONSE AND RESOLUTION MATRIX	SERVICE LEVELS					
	Priority	Initial Response (97.5% Confidence)	Resolution Target (90% Confidence)	Status Cadence	Penalty/Reward %	Effort
	1	15 Minutes	2 Hours	0/:15/:30	5%	Continuous
	2	15 Minutes	4 Hours	0/:60	3%	Continuous
	3	15 Minutes	8 Hours	3 hours	1%	Business Hours
4	4 Hours	3 Days	N/A	N/A	Business Hours	

*Priority and SLA Matrix can be customized to meet business requirements*

# Weekly Reports

Report Name	Purpose
<b>Weekly Thresholds Report</b>	Events that exceeded defined thresholds including connectivity loss, port unavailability, packet loss, Rx/TX utilization, dropped VPN tunnels, and device temperature
<b>Port Details Report</b>	Show average and maximum utilization, availability, packet loss, and errors
<b>Device Details Report</b>	Up/down status, CPU and Memory statistics, maximum connections, and HA uptime



- Weekly reporting metrics are customizable to specific requirements
- Reports provided weekly via a single email

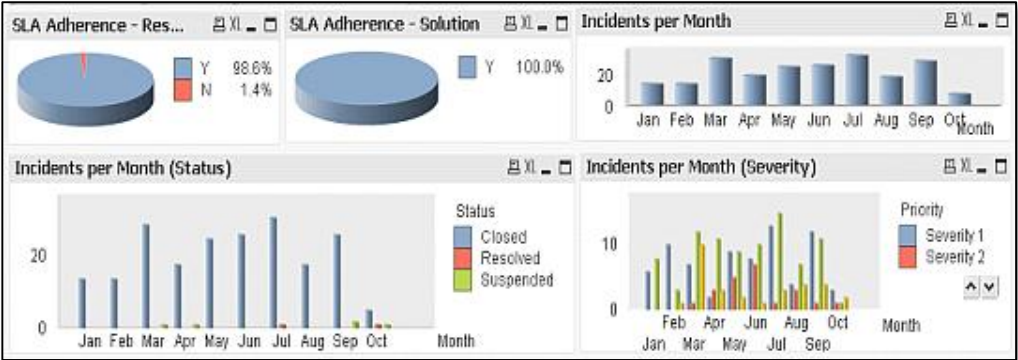
# Monthly Reports

Report Name	Purpose
<b>Monthly Thresholds Report</b>	Monthly summary of events that exceeded defined thresholds including connectivity loss, port unavailability, packet loss, Rx/TX utilization, dropped VPN tunnels, and device temperature for trending and problem identification
<b>Monthly Port View</b>	Monthly summary of average and maximum utilization, availability, packet loss, and errors for trending and problem identification
<b>Device Details Report</b>	Monthly summary of device up/down status, CPU and memory statistics, maximum connections, and HA uptime for trending and problem identification
<b>Incident Review</b>	Snapshot of open, closed, and pending tickets



# Quarterly Reports

Report Name	Purpose
SLA Summary	Review SLA Metrics
Incident Review	List of all opened, closed, and pending tickets
Capacity and Performance Report	Historical analysis provided for those customers who select the <b>Complete Package</b> used for capacity planning and architectural recommendations purposes
Patching and Upgrade Report	Summarize any patches and/or updates that were applied during the previous quarter and provide recommendations on patches and firmware updates that should be applied





# Rolta AdvizeX Managed Services Portfolio

## Applications



- Oracle E-Business Suite
- SAP ECC
- Microsoft SharePoint
- Oracle Hyperion
- Application Servers (Web Logic, JBoss)

## Data



- Oracle Firewall
- Oracle Exadata, ODA, OVCA
- DB2 (Windows, AIX, Linux)
- MSFT SQL Server
- SAP HANA
- mySQL
- Postgres

## Infrastructure



- OS (Unix, Linux, Windows)
- Enterprise Backup
- Networking
- Virtualization
- Converged Systems