



# Hosted Solution for EVSS<sup>®</sup> and CMSS<sup>®</sup>

Real-time Mobile Security and Surveillance Products

## HSEC

### Overview

Our Hosted Solution for EVSS<sup>®</sup> and CMSS<sup>®</sup> (HSEC) gives your company flexible options to manage information cost, network performance and growth issues by providing all the advantages of having the latest equipment and infrastructure services without the headaches and mystery costs associated with running a data center. HSEC eliminates equipment costs and ensures an optimized infrastructure designed to enhance business possibilities through cost control and superior service.

## HSEC

- Low monthly fee based on a per device and per storage
- Secure and reliable collocation facility
- Secure and reliable access connection
- Customized Hardware based on application requirements
  - Latest HP<sup>®</sup> Proliant Blade servers
  - Latest HP<sup>®</sup> and Cisco<sup>®</sup> Gigabit switches
- All CMSS<sup>®</sup> and EVSS<sup>®</sup> licenses included
  - Allow fast integration of devices
  - Allow fast deployment of new services
- Redundant communication services
- Dedicated Support ticketing system
  - Customized help desk server
- Off-site backups

## HSEC®

HP BladeSystem  
Solution Builder



**Hardware:** Based on your requirements and price point select from the following. For customized hardware solutions please contact our sales engineer to discuss your requirements.

- HP BL460/465 Dual DC 2GHz processors
- HP BL680/685 Quad DC 2GHz processors
- HP iSCSI Storage Server – Basic
- HP FC Storage Server – Advanced
- HP FC Storage Server – Enhanced

### Network Infrastructure

- Servers located inside secured data center with limited access
- UPS Backup – emergency battery backup when main electrical power is off-line
- Generator – provides power when main electrical power is off-line
- Redundant Internet providers – provide high availability communication access to clients as well as remote sites.
- Gigabit switches to interconnect servers
- Redundant Firewall appliance – controlled by customer

### Services

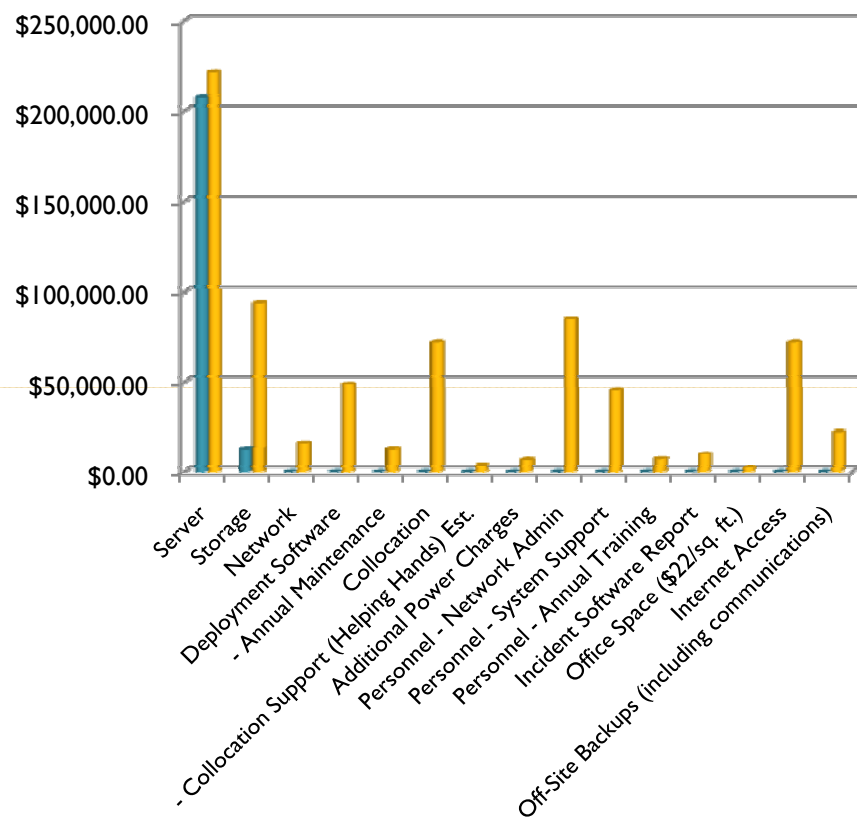
- Dedicated server assigned to company
- Server and network monitor – Administrator access only
- Internet at 5Mbps upload – 10Mbps download
- Server equipment upgrades performed every 3 years (Replenishment Program)
- Disaster Recovery backup and restore services

### Customer Support

- Help Desk ticketing system
- Phone support: 8am to 5pm CST Monday – Friday, excluding national holidays
- Online support: 24x7, excluding national holidays
- Emergency 24x7 support – Catastrophic server crash, hardware failure, network failure, and communication failure (including national holidays)

# Savings Analysis

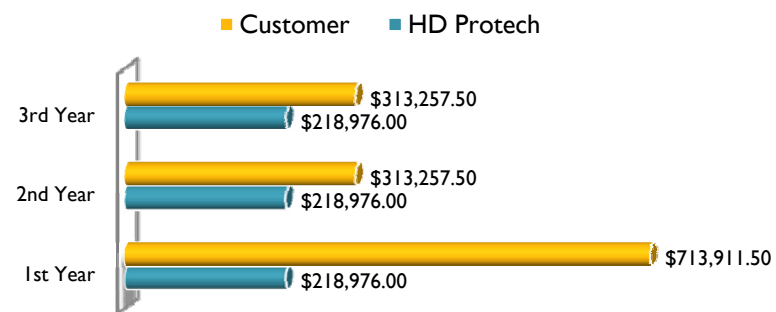
## What type of savings are we looking at?



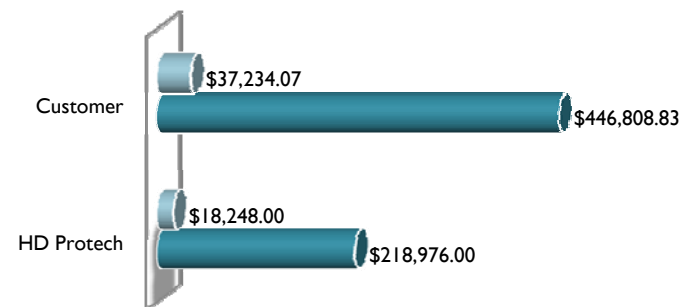
\* Based on 5000 devices

■ Annual Cost Comparison HD Protech  
 ■ Annual Cost Comparison Customer

### Annual Costs



■ Average monthly cost ■ Average annual cost



## HSEC®

### What are the advantages of using HSEC?

There are many advantages of using HD Protech's HSEC®, here's a few:

- No upfront capital costs
- Latest equipment
  - Latest HP® equipment infrastructure
  - Latest Cisco® equipment infrastructure
- All CMSS® and EVSS® included
  - Allow fast integration of devices
  - Allow fast deployment of services
- Fast reactive response to address problems
- No worries about power requirements when you increase your server requirements
- Reduce time to support resolution and reduce downtime
- Fast predictable results on resolution
- Guaranteed support – also consider this as a backup to your current IT support
- Complete turn up within 30 days or less.

### Where does the appliances reside?

Depend on the customer's infrastructure such as network, security, facility, etc. HD Protech will design a desired environment for each site as each customer has different requirements. If the customer does not have the infrastructure, then HD Protech will place the appliances in our secure and highly available data centers. For most government and school districts, the appliances will be located at the customer site due to the quantity of the devices and the infrastructure already in place.

### Do you replace the appliances if it fails?

HD Protech will handle all hardware support including getting replacement parts or replacing the server based on the manufacture's recommendation. All appliances recommend by HD Protech have a 3 year onsite warranty. HD Protech has an on-site parts depot, so replacement parts are always available and can be immediately replaced. Management software monitors the server and notifies HD Protech's tech support with pre-failure warnings. If a service tech is required on-site, HD Protech will coordinate with the customer to have an on-site tech available within 24 hrs.

### What software is available for me to transfer my data from my existing servers?

HD Protech provides all the necessary software, such as physical to virtual, virtual to virtual, virtual to physical and physical to physical, to make it easy for you to transition from your servers to the appliances. For a small fee, our Integration services personnel will do the migration for you. Please contact our sales engineers for further details.

### Do you support any other software beside the preloaded software?

HD Protech can provide additional support for applications that will be running on the server. As part of the Managed Service, HD Protech will coordinate and work with the vendor to install the application on the server. HD Protech will troubleshoot any errors with the customer and vendor, however, we do not offer support for actual uses of the application. Please check with the sales rep for applications that supported by HD Protech.

### Do you monitor the network or appliances?

HD Protech network management will monitor the appliances, servers, routers, and firewalls for pre-failure warnings. Monitoring services are provided 24x7. HD Protech will troubleshoot and resolve problems such as network slowdown, server not responding, server

not backing up, etc.

### What type of network infrastructure does HD Protech provides?

All servers and network equipment will reside in our secure data center with UPS battery and generator backup. All servers are interconnected using Cisco/HP gigabit switches. Each server blade has two network adapters load balancing on dual gigabit switches. We understand security is important, therefore, we provide redundant firewalls for clients to use and configure. HD Protech's fibers are interconnected with multiple data centers for clients that require high availability or disaster recovery\*.

### What type of support tracking service is provided?

HD Protech provides each client with a web based helpdesk ticketing system. Our helpdesk ticketing system is dedicated to each customer. Network managers or administrators can view support calls. Users needing support only have to email a designated email address ([support@clientemail.x](mailto:support@clientemail.x)) and the helpdesk system will issue a tracking ID and give status on resolution. A few key features include:

- Ticket support system
- Real-time visitor monitoring
- Knowledgebase management
- Download/upload publishing
- Clean, fast and intuitive AJAX-based interface
- Reliable live chat seamlessly through a client's web browser
- ViewShare to share a desktop view with a client via their web browser
- Teamworking features for creating and sharing events, tasks and contacts
- Detailed reports and analysis
- Live Response/Support/Chat

### What type of backup and restore services are available with HSEC®?

HD Protech provides the most efficient way for your users to restore deleted files and folders so the network administrator can concentrate on other IT functions. Users no longer have to wait on the IT Dept to restore files or folders when accidentally deleted. Files can be restored on-the-fly by the user. For server backup and restore, HD Protech protects servers with daily image backups. With server image backups, servers can be restored in hours instead of days. HD Protech also provides customized archival backups. Please contact our sales engineers for further information.

### Who will take care of my remote site backup?

For additional costs, HD Protech will monitor and setup backup schemes for the server. HD Protech will resolve any tape backup software issues. Daily tape change is the responsibility of the customer. HD Protech recommends assigning a local user (Site Manager or Controller) to change tapes every day. For remote sites, HD Protech's recommended backup scheme is Monday to Friday FULL BACKUP. Tapes are labeled MONDAY, TUESDAY, WEDNESDAY, THURSDAY and FRIDAY.

# THANK YOU

- Schedule a demonstration
- Request an evaluation unit
- Sales 866.446.5288 or 713.590.4539
- Email [info@hdprotech.com](mailto:info@hdprotech.com)
- Customer care 713.590.4544
  - <http://support.hdprotech.com>

