



Geneva®: Managed, Delivered, Hosted

Generic Network Systems offers you a range of deployment options to match your firm's needs.

Partnership Overview

Generic Network Systems specializes in managing and hosting servers for the financial services community including hedge funds, asset managers, fund administrators, and brokerage firms. As a strategic partner with Advent Software, Inc., GNS enables Geneva® clients to maintain a world class technology infrastructure without requiring any in-house expertise. This allows firms to concentrate on their business while ensuring the highest quality service and support at a fraction of the cost of hiring in-house administration staff. With over eight years experience delivering best-of-breed infrastructure support to Geneva clients, GNS has developed a comprehensive management platform that gives firms the flexibility to increase operational efficiency.

Benefit to Client

With GNS services, Geneva clients can focus on business activities rather than maintenance of an infrastructure team within their IT organization. Firms with little to no IT staff can handle complex, high volume transaction

environments with confidence and without the need to hire additional staff for administration and maintenance. For a flat, low monthly fee, GNS provides technical expertise during system set up and sophisticated monitoring to ensure that potential problems are detected and repaired immediately.

Basic Services Offered

GNS assists Geneva clients with the initial planning of hardware and facilities choices for their Geneva installation. Working with the Advent Sales and Professional Services teams as well as any third party consulting firms that may be involved, GNS helps clients choose the best fit for their business with an in-house implementation, an outsourced hosted solution, or a hybrid solution. GNS Managed Services provides Geneva clients with three main solution packages: Geneva Managed, Geneva Delivered, and Geneva Hosted. Each package can be individually tailored for the client's specific server hosting and management needs:

| Solutions Package | Package Details | Software Installed By | Configured Servers Reside With | Support Provided By |
|-------------------|---|-----------------------|--------------------------------|---------------------|
| Geneva Managed | Server is continuously managed by GNS via a remote VPN connection. | GNS | Client | GNS |
| Geneva Delivered | Server is delivered to client with the operating system, supporting packages, and Geneva pre-installed and ready for use. | GNS | Client | GNS |
| Geneva Hosted | Server is physically hosted by GNS in the GNS datacenter. Geneva Managed and Geneva Delivered Services are included. | GNS | GNS | GNS |

"GNS support has been critical in helping Ares roll out Geneva. The fact that their engineers have the technical expertise, and more importantly are available when we need them, has been key to the success of maintaining our environments and training our employees."

Ann Yee-Kono
SVP of Operations and Information Systems
Ares Management LLC

Basic Server Set Up

With each solution, GNS provides services to build and install the system and networking infrastructure including installation of the operating system, preparation for Geneva implementation, design and implementation of disaster recovery options, and implementation of customized and secure back-up procedures. Additionally GNS supports the application installation and customization in conjunction with Advent Professional Services, client staff, and any third party consultants involved.

24/7 Support

GNS provides ongoing support for the entire Geneva infrastructure whether hosted by GNS or the client. Comprehensive support includes 24/7 proactive monitoring that includes all aspects of server hardware, operating system software, network connectivity, and the Geneva environment.

About Advent

Advent Software, Inc., a global firm, has provided trusted solutions to the world's leading financial professionals since 1983. Firms in 60 countries use Advent technology. Advent's quality software, data, services, and tools enable financial professionals to improve service and communication to their clients, allowing them to grow their business while controlling costs. Advent is the only financial services software company to be awarded the Service Capability and Performance certification for being a world-class support organization.



Innovative ■ Responsive ■ Reliable

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