

HOSTING SERVICES

generic
network|systems

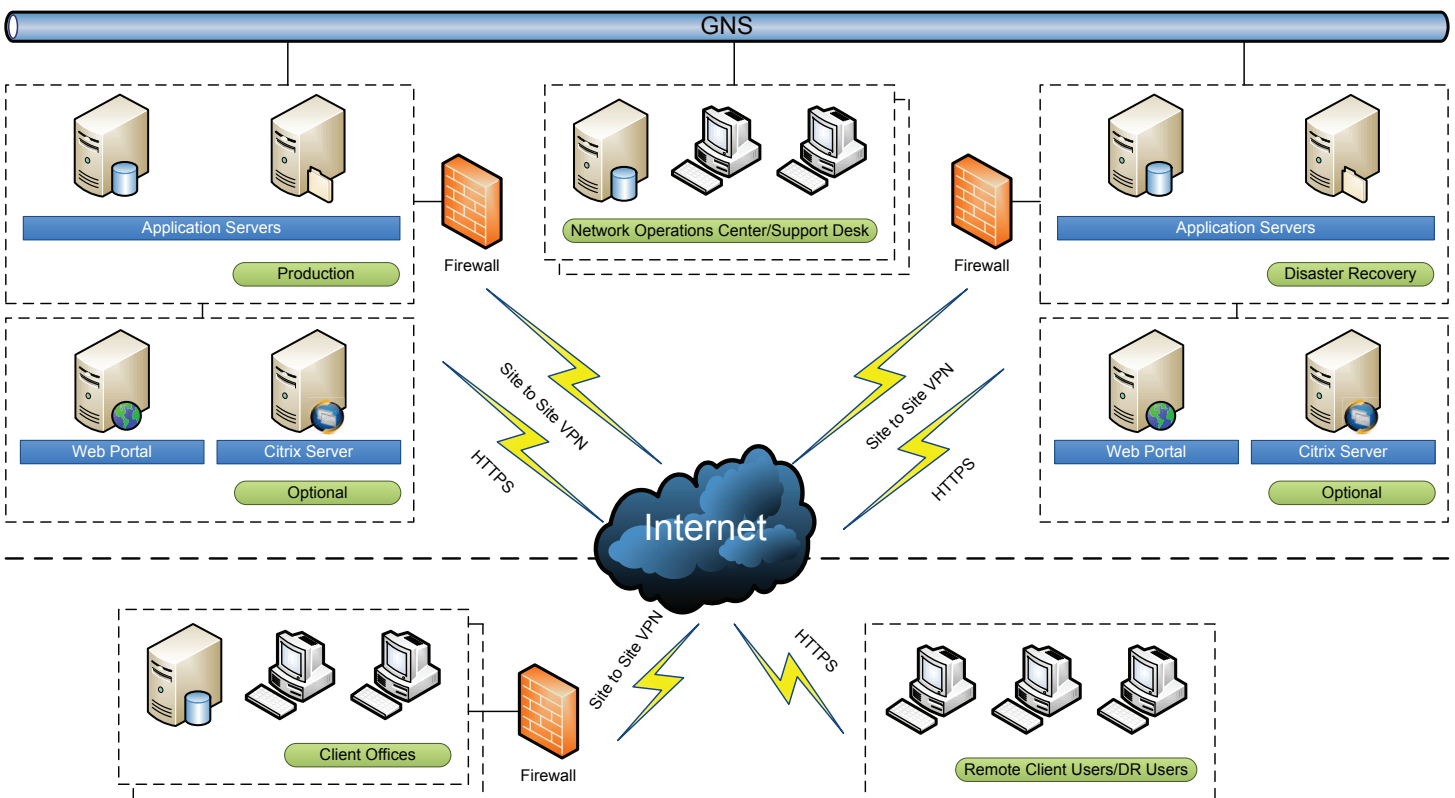
The GNS Hosting Suite is an advanced application hosting platform from Generic Network Systems LLC, GNS. By hosting with us you get all the benefits of using your applications without the need for costly and complex infrastructure.

We offer much more than traditional server hosting. We take an active role in managing each application, as well as the servers they are running on. While a rock-solid hardware platform is a critical component, we differentiate ourselves by our ability to “own the application”, and take responsibility for running it properly.

We have layered on a wide variety of services to deliver a comprehensive package. Your users access applications from their desktops, but all of the server hardware, software, support tasks, and integration services are handled by GNS at our facilities.

We manage the installation process, help tailor it to your environment, and integrate it with the rest of your business. We then continue to work with you to provide day-to-day support and take full responsibility for the entire computing infrastructure at our secure facilities.

GNS HOSTING



GNS Hosting lets you focus on what you do best — run your business. It features:

- Infrastructure and Operations Savings
- Flat Monthly Fee Cost Structure
- Secure Offsite Hosting Facilities
- Comprehensive Disaster Recovery
- VPN or Citrix Connections
- Optional Integrated Client Web Portal

We will supply all of the hardware, the networking infrastructure, and the necessary integration services. You pay for our service on a flat-fee monthly schedule. You don't own or maintain any equipment.

We have experience with UNIX and Windows based systems, and we will help you specify the platform that makes the most sense for your application deployment. If you are running an Oracle, Sybase, SQL Server, or MySQL database we can provide database administrator services as part of our package.

Our hosting services are comparable to an expert systems group, sophisticated redundant physical infrastructure, and powerful server hardware--all at a fraction of the cost of a single in-house staff member.

SINGLE POINT OF CONTACT

GNS will be the first line of support for any question with your application implementation. As part of our service GNS takes ownership of any system issue you encounter. The GNS service completely covers the hardware, operating system, application operations, and network connectivity, and we will handle these support issues ourselves. If you need additional support, GNS will open a ticket, and manage the process with the application vendor for a complete resolution.

If you are doing new development with outside consultants, or internal staff we will facilitate and support the work. GNS has an excellent relationship with the professional services group at many vendors, and a variety of third party consulting companies.

PROACTIVE MANAGEMENT

GNS started as a systems management company, and we are focused on the proactive management of all hosted systems. We do a detailed analysis of each hosting engagement to make sure we start with a rock-solid configuration. We then tailor our sophisticated monitoring sub-system to monitor the infrastructure. We routinely include special custom checks for our clients to monitor their business processes. Our goal is to catch, and correct potential problems before they impact usability.

We also run a sophisticated reporting system that generates weekly performance reports on each hosted system. Working with clients we can predict potential performance issues and suggest upgrades before the applications are impacted.

SECURE HOSTING FACILITIES

GNS hosting servers are located in Carrier Grade collocation facilities. All of these facilities feature 24x7 manned security services, battery and diesel-based backup power, SAS70 security certification, and multiple carrier high speed data connections. These types of facilities are orders of magnitude more reliable than anything that can be set-up in a traditional office environment.

DISASTER RECOVERY

The GNS high availability disaster recovery services make it easy to protect your systems environment from natural disasters. A standard hosting implementation includes a full disaster recovery instance of the system in a separate facility over 100 miles away.

GNS will work with you to integrate the disaster recovery instance of your hosted systems into your firm-wide business continuity plan. We will configure the necessary connections to your disaster recovery site, or provide remote login capability for users to access the system from a temporary location.

Some clients host their production environment themselves, but rely on GNS for a disaster recovery solution. GNS can provide a full service implementation of your systems in a secure co-location site, at a fraction of the cost of building a separate parallel infrastructure. We will take full responsibility for setting up and monitoring the data replication process, and providing connectivity for remote users.

ADDITIONAL SERVICES

In addition to hosting, GNS provides a variety of other services. Our original line of business was management of client owned systems inside client facilities.

Our management service provides one-stop-shopping for all your IT needs. We manage servers, networks, and even desktops. Some clients use us as a second level, or adjunct service to their in-house staff, while others rely on us to manage all of the technology in their firm.

CITRIX SUPPORT

With Citrix your users will only run the Citrix user interface on their desktops, the actual desktop applications will run on terminal service servers in our secure facilities.

The use of Citrix drastically reduces the amount of software that must be loaded and maintained on your workstations, provides bandwidth savings, and can allow your users to access the system from their home-PCs or even a web browser.

INTEGRATED CLIENT WEB PORTAL

Increasingly financial service providers are expected to provide electronic access for both clients and business partners via a web portal. The GNS hosting suite includes an optional integrated web portal for your clients.

We have years of experience delivering applications over the web, and providing secure web interfaces to financial services. We can work with your existing web provider to provide a simple call-out to our hosted portal, or we can host your entire website.

About GNS

Generic Network Systems, LLC is one of the premier UNIX managed services and hosting companies for investment management firms in the United States. For over 10 years we have been providing expert system administration services to financial firms, along with in-depth expertise in network design and application support. We now manage servers all over the world.

Every member of the GNS team is an expert and can handle any systems issue. When service is required clients can be sure they are getting very best guidance and support. When equipment is under our management, we take full responsibility for it. In almost all cases the engineer who first responds to an alert or call from a client will handle the entire issue from start to finish quickly and efficiently.

The focus of our business is customer service and every client is a reference account. GNS guarantees to provide the absolutely best service available and we are so confident in our service level that a typical hosting contract with us carries a 60 day no questions asked cancellation clause. GNS prides itself on its commitment to customers and has a client retention rate that is second to none.

The core philosophy of our service is to engineer out system problems by doing an extremely comprehensive and meticulous initial set-up and configuration of systems and applications. This is coupled with best-of-breed monitoring system that looks after every part of a client's environment.

Because we have a direct connection to every server under management, we can diagnose and begin work on almost any issue immediately. In many cases our technicians will know about problems before end users, and they are usually corrected in just a few minutes.

We utilize extensive automation to achieve the very best support possible, ensuring that service is fraction of the cost of in-house personnel or an on-site consultant and yet far exceeds that of the competition.

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