# GENEVA MANAGED

generic
network|systems

Geneva Managed is a comprehensive systems and applications administration package for clients running Advent's Geneva portfolio management system on servers in their own offices or data centers.

We created **Geneva Managed** to help clients who were running Geneva themselves, but needed help managing the servers at both the systems and application level. **Geneva Managed** was a natural outgrowth of our UNIX managed services business, and we now have over 40 customers relying on us for all of their Geneva management needs.

All of our customers rely on us to handle the UNIX Solaris Geneva core servers, some clients also ask us to handle their Windows servers so they can have a single point of contact for Geneva. Our staff are expert systems administrators with extensive knowledge of the Geneva application.

GNS Geneva Managed
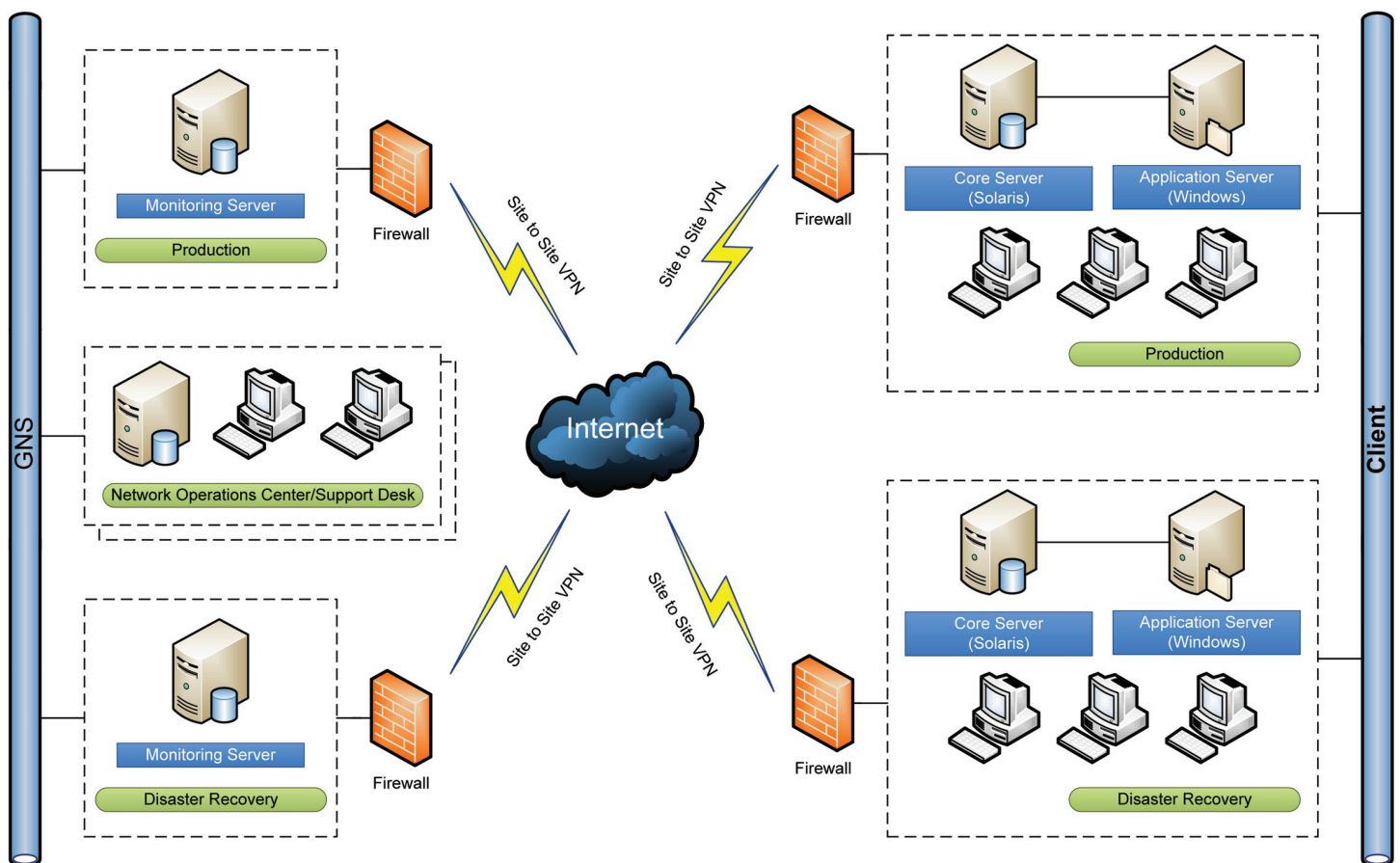
Our comprehensive service plan features the following benefits:

- Proactive 24*7 Expert Support
- Extensive monitoring for hardware, OS, and the Geneva application
- Flat fee monthly support contracts with no hidden costs
- Dedicated experts take first call on all requests. No ticket queues
- Over 200 Geneva servers under management
- Clients all over the world, the US, Europe, and Asia

ALL CLIENT TYPES

We have clients of all sizes from 5 person hedge funds, to some of the world's largest fund administrators. Even very large firms often don't have the necessary UNIX SysAdmin expertise in-house to properly manage a Solaris server. For most of our clients the only UNIX servers in the firm are the servers running Geneva.

Some clients never login to their Geneva servers at the operating system level, they leave everything to us. Others have their in-house IT team do some tasks, and use GNS for 2nd level support, and monitoring. Our service is flexible; we provide the right service for each client. We work to integrate our services into your organization, not force you to conform to our support model.

DISASTER RECOVERY

GNS high-availability disaster recovery services make it easy to protect your Geneva investment from natural or systems disasters. We will take full responsibility for the management of your Geneva disaster recovery environment. Our software and tried-and-trusted procedures will implement a near real-time replication process for Geneva to an alternate site.

EXPERTISE AND APPROACH

Our operating systems and Geneva knowledge is comprehensive and spread across the firm. All GNS staff maintain certifications in both Windows as well as Solaris UNIX. We are experts in all the latest systems technology.

We start by ensuring that all the servers are properly set-up according to the industry and Advent standard best practices. We establish a VPN connection from our primary and disaster recovery sites to every server under management. We then install a set of custom tools, and integrate your machines into our proactive monitoring system.

We have a standard set of checks we put on every machine under management, including checks developed exclusively for Geneva. We can also add custom monitoring for any systems or operational area that you identify as an area of concern, in your environment.

We can diagnose and correct any problem remotely quickly and efficiently. We also typically come on site for the initial systems implementation and whenever necessary during normal operation as part of our service.

FIRST CALL FOR GENEVA

GNS will be the first line of support for any question with your Geneva implementation. As part of our service, we will take ownership of any Geneva issue you encounter. The GNS service completely covers the hardware, operating system, Geneva application, and network connectivity within your environment. We will handle most day to day support issues, but if you need to contact Advent support, GNS will open a ticket, and manage the process to 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 Advent Professional Services and all the major third party consulting companies.

HOSTING SERVICES

Geneva Managed can be combined with our Geneva Hosted product. Geneva Hosted is the same set of comprehensive management services, but also includes the server hardware, and hosting services in our secure collocation facilities. Some clients host production themselves, and DR with GNS, or start with hosting for a quick implementation, and migrate to GNS management of in-house hosted hardware.

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 it's 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 problem 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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