

Introduction | FULLY MANAGED IT INFRASTRUCTURE AS A SERVICE

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OUR MISSION

Unitas Global was created to solve problems faced by IT professionals at enterprise organizations, primarily:

- *Staff pressed for time – demand has grown, but staff hasn't*
- *IT resources need to be more agile*
- *Team needs to focus on applications, not infrastructure*
- *Management looking for a single-source provider*

OUR SOLUTIONS

Unitas Global **Enterprise Private Cloud (EPC)** delivers the benefits of cloud computing with the assurances of private infrastructure, delivered as a fully managed end-to-end service.

Managed services for the cloud generation.

IT Outsourcing and **Datacenter Operations & Management** services allow companies to focus on their core competencies. Unitas Global will provide the entire IT infrastructure ecosystem as a service, including monitoring, maintenance and operations.

WHY WE'RE DIFFERENT

Unitas Global is the alternative to self-service, inflexible, "click to buy" providers of dedicated hosting as well as large, multinational IT consulting firms that service exclusively Fortune 100 clients.

IMPORTANT TRENDS IN IT

Three key trends have converged in the enterprise IT realm, leading to a unique opportunity for a new breed of IT infrastructure service provider.

Trend 1: Increased demand on existing staff and resources – no increase in budget. IT continues becoming more important to non-technology companies.

Trend 2: Economic climate has resulted in enterprise cash preservation – installed base is frequently nearing end of life or beyond.

Trend 3: Corporate management has been hearing the promise of cloud computing for years – but while there has been much discussion, little implementation has taken place.

* 61% of 1000+ enterprise IT decision makers made staff reductions or pay and benefits reductions in 2009, increasing to 67% in 2010. Source: Forrester Research US/Europe IT Spending Report 2010

* Dell: large enterprise shift away from traditional “box” architecture to cloud and lower-cost alternatives driving decreased hardware spending. Source: Brian Gladden, CFO, Dell

* HP: negative growth predicted in traditional server hardware sales through 2014. Source: HP Q2’12 earnings forecast.



CLOUD COMPUTING....

At first glance, cloud computing indeed solves the challenges faced by today's corporate management:

- CEO believes cloud computing solves organizational agility challenges;
- CFO recognizes cloud computing allows the organization to continue conserving cash, shifting IT expense to an OpEx model;
- COO doesn't need to hire additional staff as the IT resources are provided as a fully-managed and maintained service, and;
- CIO gets the technology refresh so badly needed.

...but the conversation frequently stops there. *Why?*



CLOUD COMPUTING.... CHALLENGES.

The corporate CIO is accustomed to having a box of well-understood components that his team can design service assurances around. Hardware in a rack, “blinking lights” and diagrams of components. Cloud computing lacks these assurances, and comes with some commonly-held perceptions:

- Infrastructure is shared amongst users
- *Cloud computing is inherently “insecure”*
- *It’s unreliable*



Whether real or imagined, these perceptions frequently stop the adoption of cloud computing within traditional enterprise organizations.

* Enterprise adoption of cloud services [...] tradeoffs: Ovum, Feb 2012 – Dr Steve Hodgkinson, Research Dir IT – Asia/Pac

* 65% of IT leaders report higher percentage of security breaches after adopting cloud computing vs. traditional in-house, security biggest concern holding back cloud adoption: Intel Peer Research report May 2012

* 62% of CIOs surveyed by Price Waterhouse Coopers – data security “most serious” issue preventing cloud adoption. – PwC 2012 ITO/Cloud Survey

* 66% of IT leaders surveyed by Alcatel-Lucent state service outages as biggest reason for not yet adopting cloud. –Allu ITO Survey March 2012



THE CLOUD IS BEING HELD BACK.

Indeed, numerous surveys of CIOs and IT leaders find that while cloud computing is viewed as the future of IT within their organizations, security and other concerns are preventing its adoption.

Question

Please indicate your view on the seriousness of each public cloud risk for your organization, on a scale of 1 to 5.

1 = minimal risk

3 = moderate risk

5 = extremely serious risk

Percentage of respondents who indicated a 4 or 5



* Source: ITO Cloud Study 2012 - PricewaterhouseCoopers

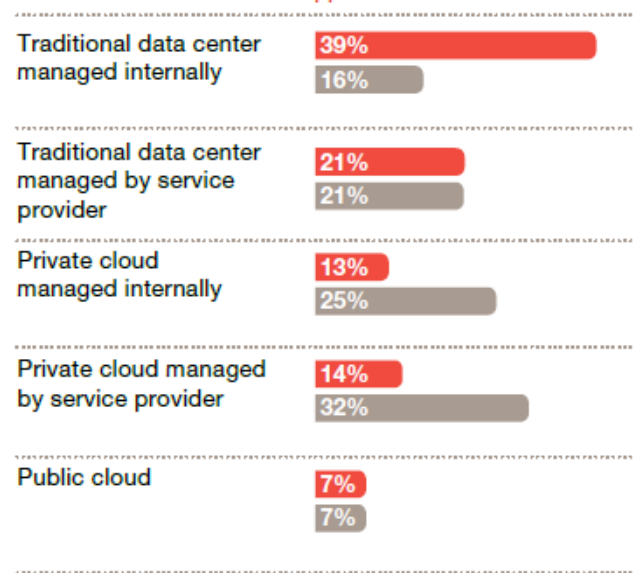
Question

Which do you consider will be the best solution in 3 years?
How much of your IT infrastructure will be supported by each of the following in 3 years?

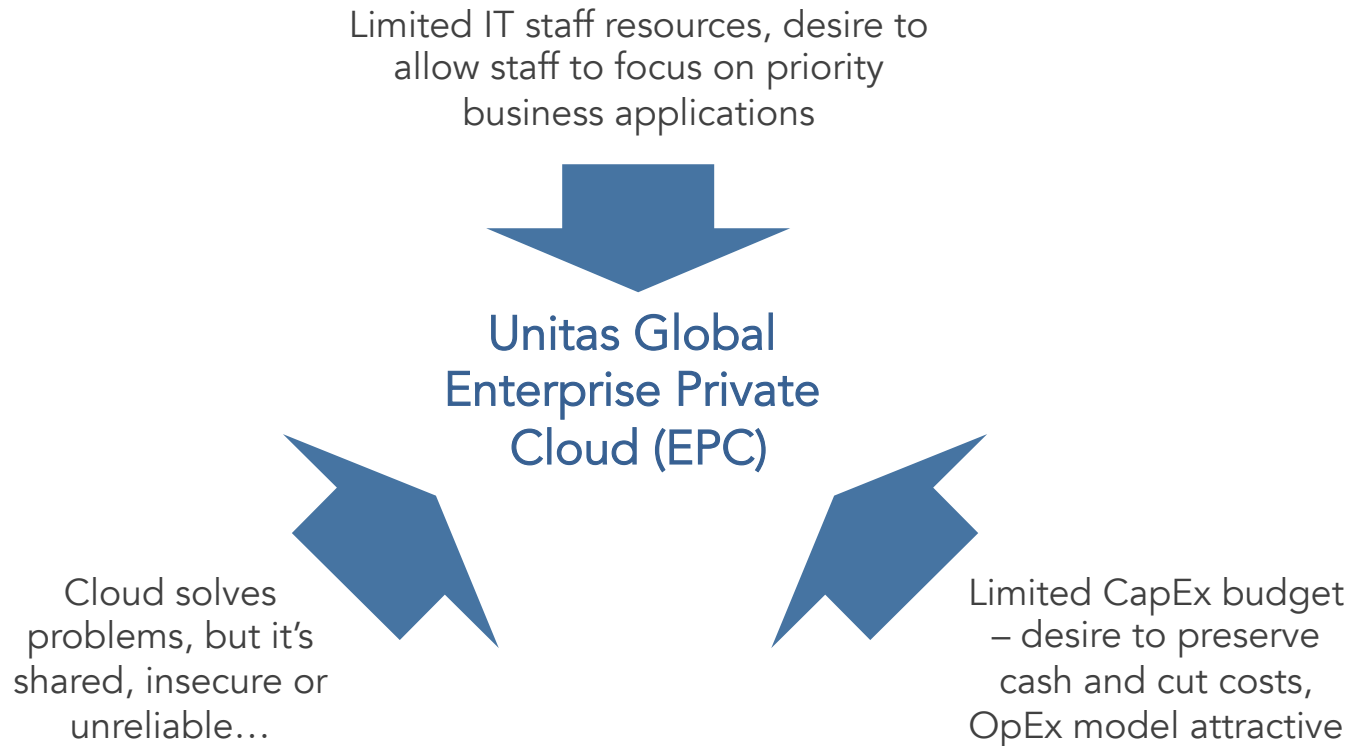
■ Supported in 3 years

■ Best in 3 years

Percentage of respondents who indicated which would be the best level of support

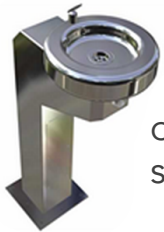


At the inflection point of these three key trends is an opportunity to provide a product that solves all of the challenges faced by companies in today's economic climate.



5-3-2: CLOUD COMPUTING DEFINED

5 essential characteristics of cloud computing (NIST definition):



on-demand
self-service



ubiquitous
network access



location
transparent
resource pooling



rapid elasticity



measured service
with pay per use



5-3-2: CLOUD COMPUTING DEFINED

3 cloud service delivery methods:



SaaS



PaaS

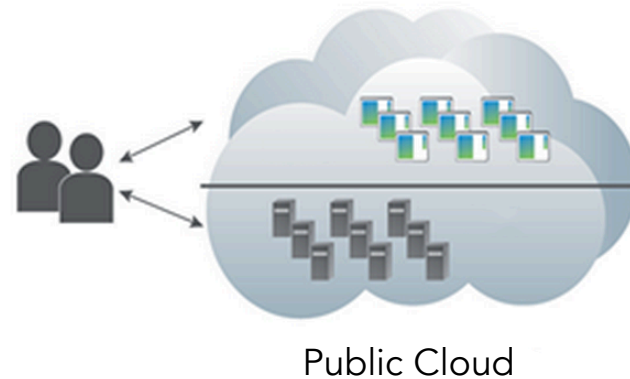
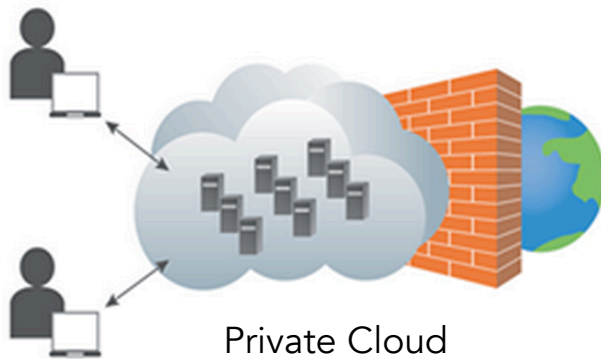


IaaS



5-3-2: CLOUD COMPUTING DEFINED

2 deployment models:



IT INFRASTRUCTURE ECOSYSTEM

Traditional IT follows a multi-vendor, multi-source approach:

- Hardware: servers, storage, routers, switches, appliances – all sourced from different vendors, all requiring varied skill sets to manage and support.
- Software: virtualization platforms, operating systems, application server software – all sourced from different vendors, and requiring multiple skill sets to manage.
- Datacenter: the designed infrastructure is deployed into a datacenter, whether in-house or outsourced.
- Network: service providers connect the datacenter assets to the customer's location, to the Internet or other datacenters.

Altogether, traditional IT represents a complex solution to a simple problem – powering the applications that make a business run.

INTEGRATORS AND CONSULTANTS

Consulting and design – creating custom technology infrastructure specific to each client. Calling upon a wide array of technology expertise. High level of service.



IaaS AND CLOUD PROVIDERS

Providing technology as a monthly service – fully managed and maintained, with high ease of consumability. Not usually customized or flexible.



UNITAS GLOBAL

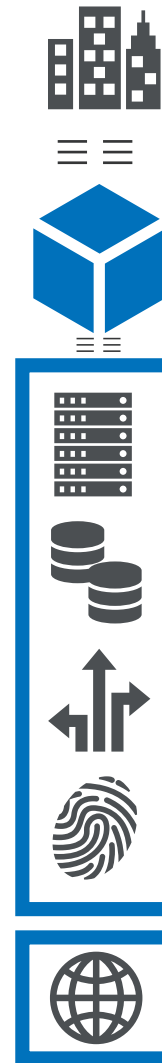
Combining the benefits of custom-designed and architected IT infrastructure with OpEx-based cloud-style IaaS with Unitas Global's service and support.



ENTERPRISE PRIVATE CLOUD

The cornerstone of the Unitas Global solution, Enterprise Private Cloud delivers the benefits of cloud computing, but with the assurances and familiarity of private in-house IT infrastructure:

- Custom designed and built based on specific customer requirements
- Private, fully dedicated environment
- Scalable, on-demand resources
- Standards-based, extensible, API accessible architecture
- Single dashboard management for existing environments
- Regulatory compliance and certifications (PCI, HIPAA, SSAE-16, etc.)



MissionControl

A unified dashboard replacing multiple independent silos of IT infrastructure management, MissionControl provides customizable views giving both high-level global health views and system-level granularity.



WHY IS CLOUD ADOPTION SLOWER THAN WE'D LIKE?

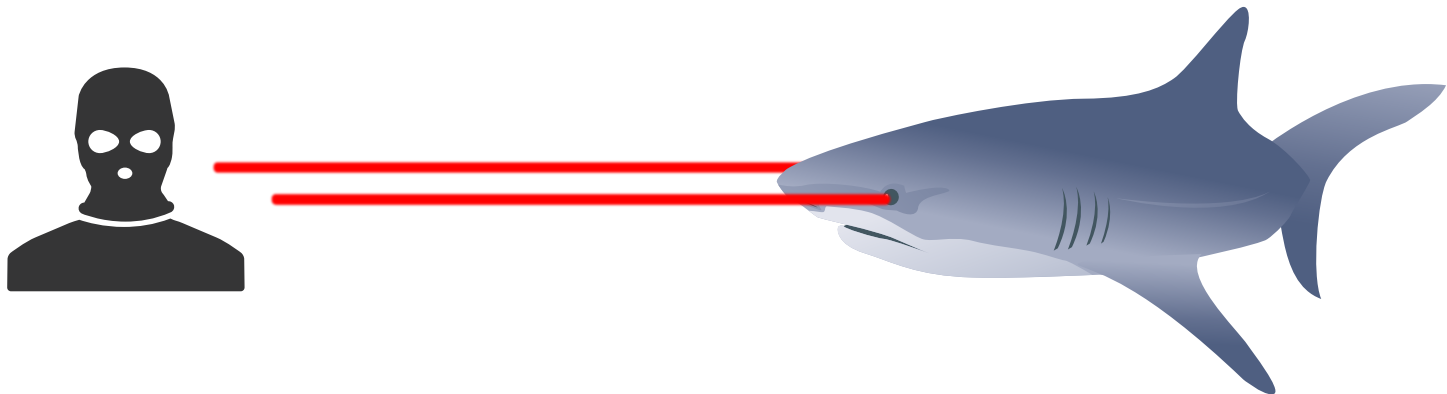
1. Security
2. Security
3. Security
4. (some other things)

So what's the secret weapon?



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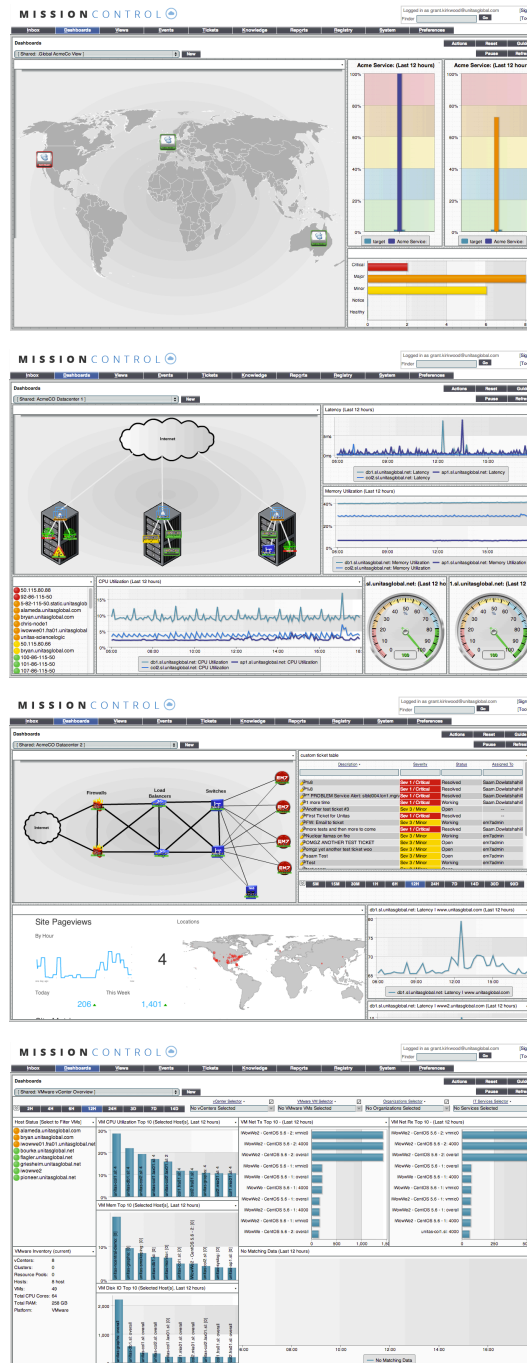
INFORMATION TECHNOLOGY OUTSOURCING (ITO)

Managing complex multi-national IT environments is difficult enough without having to worry about managing and maintaining underlying IT infrastructure. Unitas Global allows you to outsource all aspects of your IT environment, including:

- Compute and storage
- Complex datacenter monitoring & management
- Security – intrusion, detection and prevention
- Virtual desktop infrastructure (VDI / DaaS)
- Operational outsourcing and support
- Help desk support



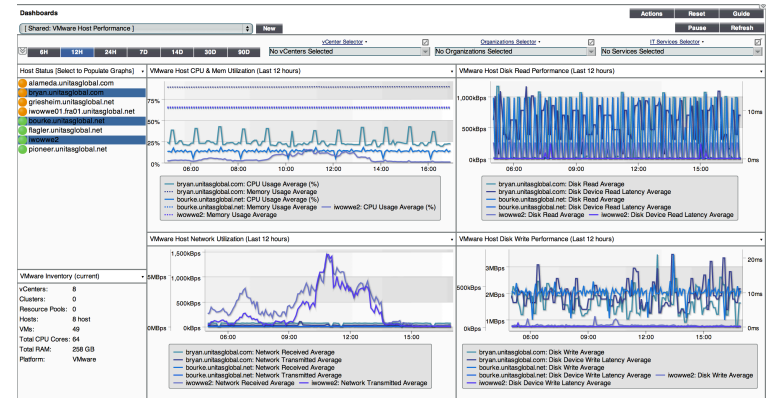
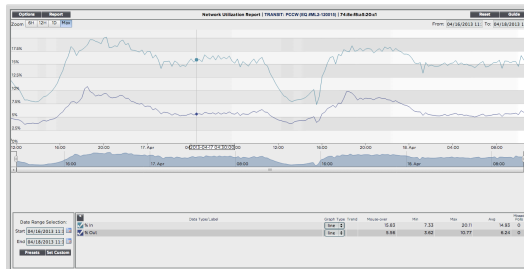
SINGLE PANE OF GLASS DESIGN: MISSIONCONTROL



Our Technology

- Global service health view
- Service-specific drill-down views
- Customizable dashboards
- “Full stack” monitoring
- Application performance monitoring
- Service restoration automation
- Event management
- Ticketing
- Asset tracking
- SLA reporting
- Knowledgebase
- Hardware and software agnostic
- Can be deployed on Unitas-hosted infrastructure as well as 3rd party-hosted / offsite assets

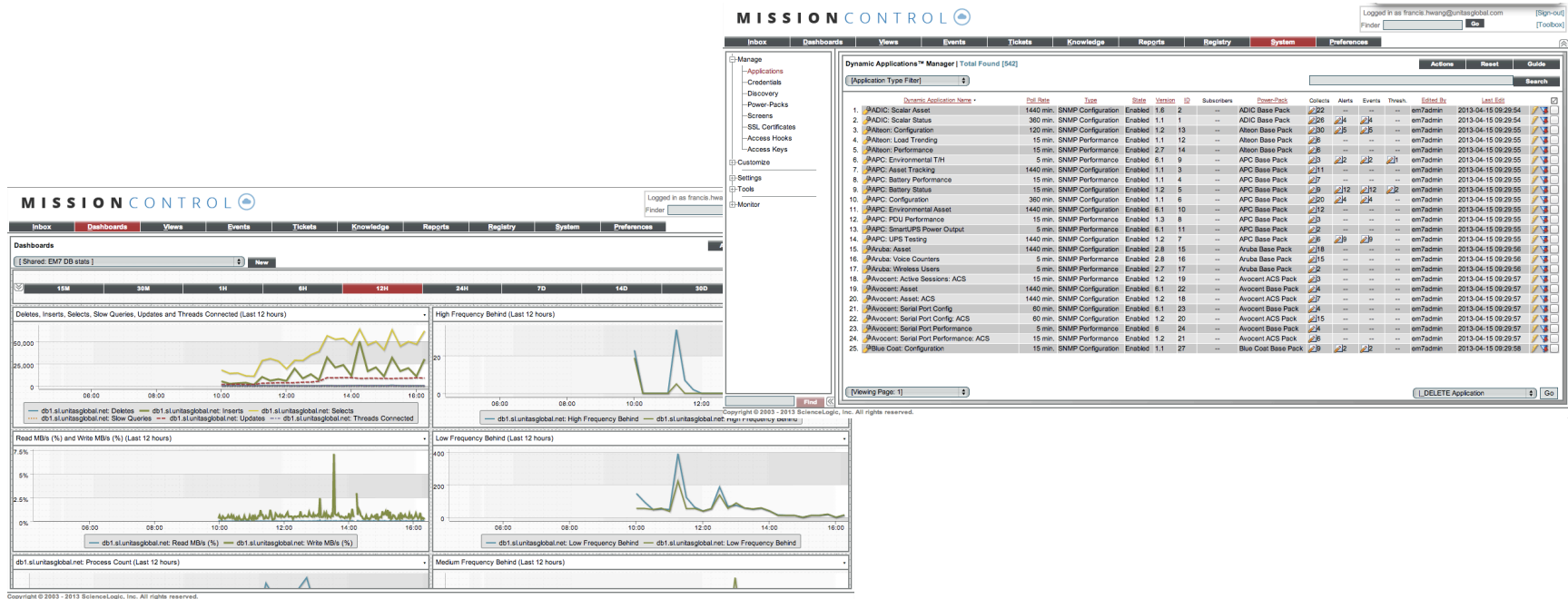
SINGLE PANE OF GLASS DESIGN: MISSIONCONTROL



- Monitor any connected IP device
- Monitoring any SNMP device
- Network Bandwidth Monitoring
- Alerting and Escalation via e-Mail, SMS or Phone
- Historical Charting
- Cause and Effect Correlation
- Dashboards completed customizable REST/XML integration
- Visual Dashboards and Charting
- Trouble Ticketing
- Issue Prioritization

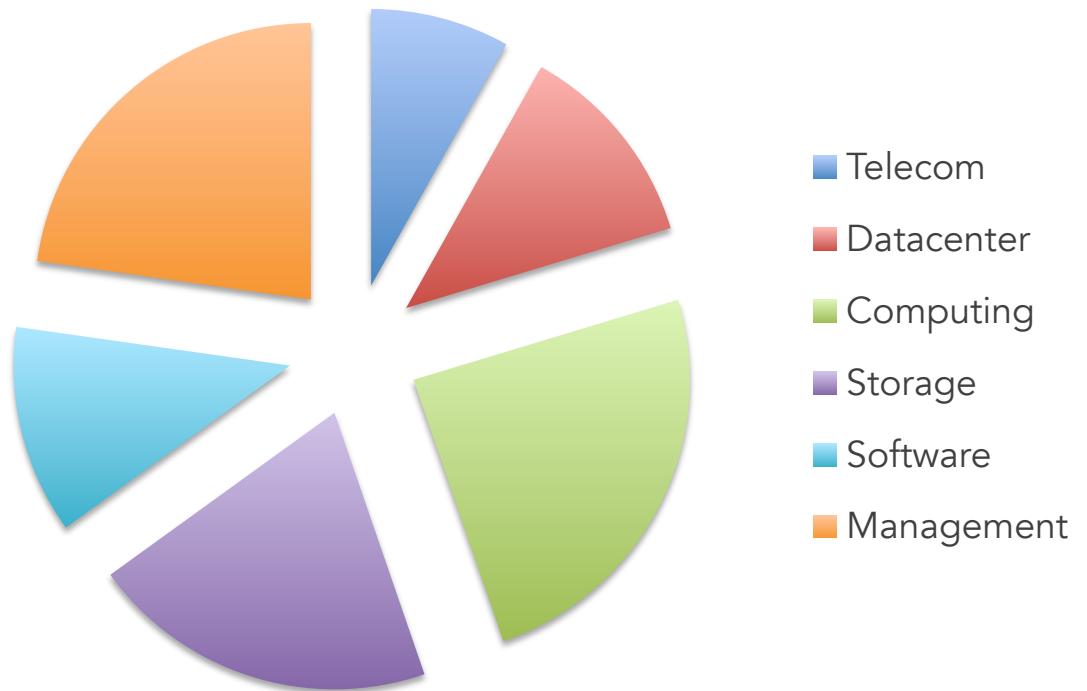
SERVICE LEVEL AGREEMENTS

Specific alarms or events impacting service levels (whether availability or application performance) are highlighted in the high-level global and datacenter views, and one click provides access to the service-level reporting specifics. Availability and performance are monitored and reported on, with data retained for pre-determined intervals. Logs track historical alerts or service trends so that long-term recommendations for service improvements can be made. Tickets related to service issues are available within the service detail screen.



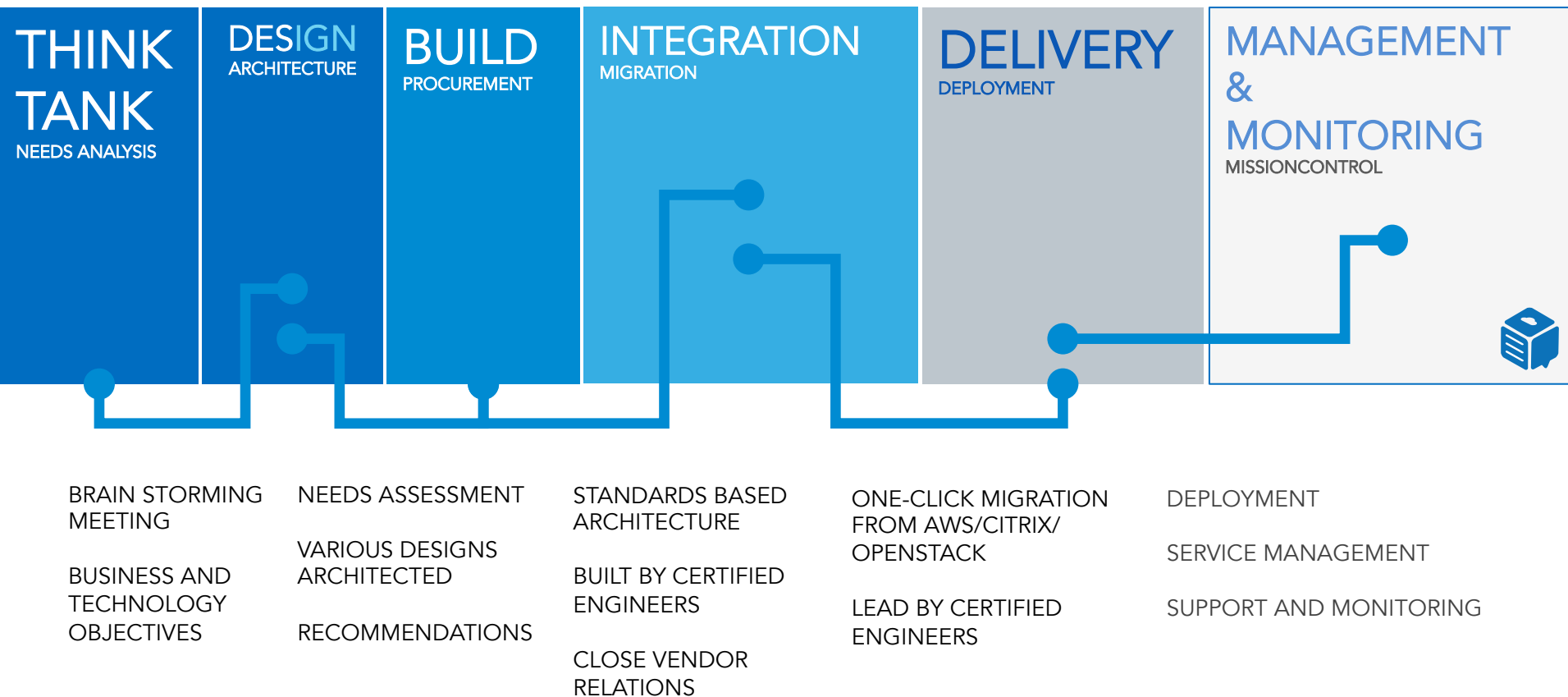
ADDRESSING THE ENTIRE IT INFRASTRUCTURE ECOSYSTEM

Unitas Global IT Outsourcing and Enterprise Private Cloud solutions combine to offer companies the ability to outsource any part of (or all of) their IT infrastructure requirements in a fully-managed, OpEx way.



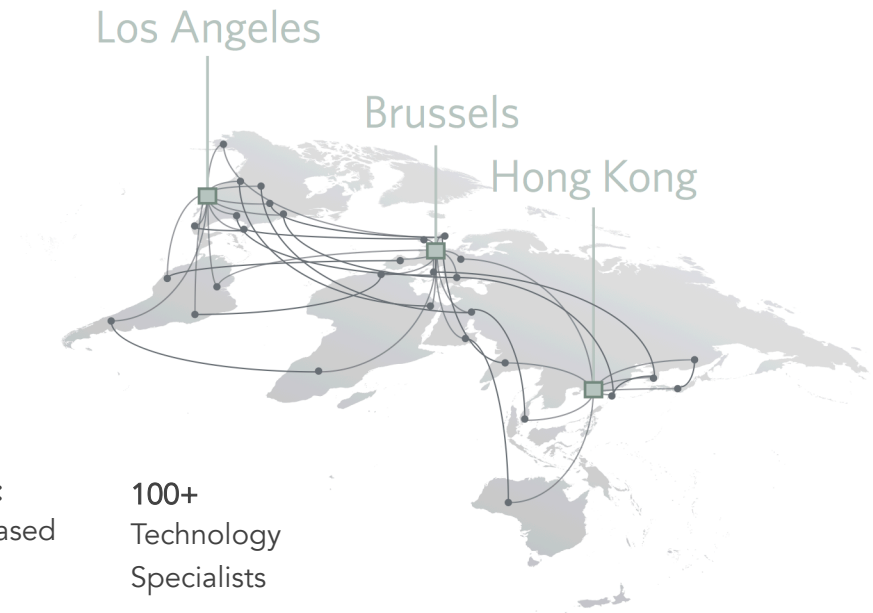
PROCESS & METHODOLOGY

How we build world-class infrastructure specific to you



100+ certified Tier 3 or greater datacenter facilities around the world. Unitas offers services wherever your company needs them, and does so seamlessly.

Year	New Jobs Created (Millions)
'09-'10	0.5
'10-'11	1.5
'11-'12	5.5



On-Demand Resources

Standards Based, Extensible, and API Accessible

Private & Fully Dedicated Infrastructure

Custom Designed for Each Client

Compliance & Certification
(HIPAA, PCI, SSAE-16, etc.)

Unified Dashboard & Management: MissionControl



Why work with Unitas Global? What makes us different?

RELATIONSHIP

Rather than provide one neck to choke, Unitas Global strives to provide one hand to shake. A philosophy that focuses on proactive maintenance and caretaking of your environment to render your infrastructure worries moot.

BOUTIQUE FIRM

We make customer service and experience the foundation of our services, through attention to detail, high service levels and an understanding of our customer environments and their needs.

PROVIDER AGNOSTIC

We never force our customers to have an “in the box” environment with set hardware and software vendors, colocation providers or bandwidth providers.

DEDICATED TEAM

In addition to the business development team, Unitas Global will provide a dedicated Client Relations Manager, Solutions Architect, and Lead Engineer who will all be experts on your environment.

SUPPORT OPERATIONS CENTER

Our three global SOC locations are staffed 24/7 with senior level engineers and technicians that have a deep understanding of each of our customer deployments.

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