



## Base Customer Feature List

IsUtility® is a complete IT outsourcing solution which delivers industry-leading technology and support on a predictable month-to-month basis - enabling seamless adaptability to changing market conditions. Complete feature list below.

Xvand Technology Corporation

“IsUtility® understands how to integrate all this technology into our business process.”

- Eric Englehardt,  
Outside Op. Manager  
Intergulf Corp.

### Hardware

- Redundant Clustered Infrastructure
- Cisco Switches
- Cisco Routers
- Cisco PIX Firewalls
- Brocade Fiber Switches
- IBM Blade Centers
- IBM Blade Servers
- Backup Tape Library
- Storage Area Network (SAN)
- Network Attached Storage (NAS)
- Hardware Spam Firewall
- Data Storage Environment

### Software

- Cisco Intrusion Detection System (IDS)
- Cisco Works Manager
- Network Management Software
- 5 different Antivirus Vendors
- Custom Helpdesk System
- Hardware Spam Firewall
- Outlook Web Access

### Licensing

- Microsoft Windows 2003 Server
- Microsoft Windows 2003 Enterprise Server
- Microsoft Windows Active Directory Access
- Microsoft Exchange Server 2003
- Microsoft Outlook 2003
- Internet Security & Accelerator Server
- 5 Antivirus Vendors
- Cisco IOS (Routers, Switches, Firewall)
- Spam Filter

### Miscellaneous

- CyrusOne Rack Space
- 8 Major Internet Providers
- On Demand Internet Bandwidth
- Intermap Technology
- 3GB per User of SAN Storage

### Support

- Free Customer Training
- Complete IT Department
- 24/7/365 Helpdesk
- Nightly System Backups
- Service-Level Agreements
- Operating System Management
- Remote On demand Access Anywhere
- IT Project Consulting
- SPAM Specialists
- Internet Access Monitoring
- 100% Fail-Over Redundant Data Center

### Maintenance

- Cisco Certified Engineers
- Microsoft Certified Engineers
- Marconi System Certified Engineers
- Microsoft Patches
- Microsoft Service Packs
- 24/7 Proactive Maintenance/Monitoring
- Issue Management and Resolution
- Performance and Reliability Monitoring
- Backup Testing and Verification
- Disaster Recovery Planning
- Security Alerting and Monitoring
- Network/Operating System Management

### Miscellaneous

- Offsite Data Storage Management
- Full Data Security Suite
- IsUtility® Management Console
- Data Recovery Services
- Quarterly Back-Ups Provided
- Seamless System Upgrades
- Email Security (Encryption/Signatures)
- Customized Spam Management
- Outlook Web Access
- Sarbanes-Oxley/HIPAA/Gramm-Leach-Bliley Compliance
- SAS-70 Audit Compliance
- IT Audit Management