

IP PATHWAYS

RELIABLEIT[™]
managed services



100% Uptime Guarantee

Guaranteeing 100% availability ensures your business systems operate continuously all year around

Trust IP Pathways to Keep Your Systems Always Available

When your business systems fail, your business operations suffer. If your staff can't work and your customers can't connect with you, productivity halts and revenue slows. IP Pathways makes sure that never happens when we monitor and manage your systems from our state-of-the-art data center. We stand by our promise, with an SLA that refunds the percentage of your fees to match the percentage of time you're systems are down.

▶ **Benefits**

▶ **Simple Promise**

When it comes to uptime promises, the term "n nines" refers to an uptime guarantee: for instance, 99.9999% is called "six nines." Six nines is good. No nines is better. We promise that - with the single exception of planned maintenance - your systems will be up and running 100% of the time.

▶ **Best SLA in the Business**

IP Pathways has as tough a Service Level Agreement as you'll find. Should your infrastructure ever go down, just let us know, and we'll refund the cost of any service we manage equal to the duration of the downtime. For instance, if your system availability for any period is 99%, we'll refund one percent of your fee. If it's 98% we'll refund two percent . . . and so on.

- ✓ Experienced Managed Services Provider
- ✓ State-of-the-art Operations Center with Cutting Edge Technology
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time
- ✓ Easy to Understand Graphical Reporting of Performance



Experts Always on Hand

One of the ways we ensure uptime is through our expert engineers, technicians and support staff. Working 24/7/365 in our state-of-the-art operations center, they continually monitor your systems to proactively prevent a system failure. In the unlikely event of an interruption, they're in place to immediately solve the problem.

About IP Pathways

At IP Pathways, we don't think you should have to pay for services you don't need. That's why we offer a boutique approach to IT management so that you can select only the services that will benefit your company. The choice is yours.

Services

Ensure that external services don't fail

Ensure that internal applications don't fail

Ensure that networks are always live

Maintain high redundancy

Monitor infrastructure components

Maintain network redundancy

Manage the physical location and environment

Deploy a careful backup, restore and disaster recovery strategy

Carefully define requirements and procurement standards

Implement storage redundancy

Powered by the Best in the Business



IP PATHWAYS
RELIABLEIT™
managed services

Des Moines

3600 109th St., Urbandale, IA 50322 | 515.422.9300

Omaha

5940 S. 118th St., Omaha, NE 68137 | 402.408.0581

Kansas City

6400 Glenwood St., Suite 314, Overland Park, KS 66202 | 816.423.8048