



Private cloud services for Microsoft Dynamics®

At McGladrey, we understand how important it is to focus on your core business, rather than your technology infrastructure. Our private cloud team partners with your organization to host your Microsoft Dynamics environment in the cloud – providing you with peace of mind, while simultaneously lowering your total cost of ownership.

McGladrey's private cloud services can help your organization in a number of ways:

- **Small setup investment** – Lower your total cost of ownership by reducing fixed costs and overall expenditures for hardware, applications and administration. Save thousands in setup costs and utilize applications that may not be otherwise affordable to install and run.
- **Faster time to market** – Rapidly roll out applications within weeks, instead of months. Our private cloud practice already has the equipment, applications and expertise in place.
- **Focus on core competencies** – Allow your staff to focus on your core business, not on administering a complex IT network. McGladrey's certified professionals manage your most critical systems – helping to ensure that they run securely and smoothly.
- **Growth potential** – Cloud services are scalable and it is easy to increase user capacity by adding additional infrastructure on demand. We'll also work with you to rapidly implement upgrades or customizations in response to growth or change within your organization.

- **Complete support** – We are a full-service cloud provider, extending beyond traditional hardware hosting in order to provide your organization with a single point of support and system administration for business applications and technology platforms.

Reduced security risk

McGladrey's private cloud practice exceeds industry standards by taking every precaution, including disaster recovery planning and annual third-party security inspections. We implement security controls that the typical business does not have access to and cannot implement on their own. Our cloud services are SOC 2 Type II compliant by a third-party auditor. Our private cloud facility and procedures are audited annually, specifically including:

- Written Service Level Agreement (SLA)
- Data center facilities
- Security
- Data backups
- Written policies and procedures
- Customer support
- Staging and test environment
- Equipment maintenance
- Staff training

Meeting these compliance standards demonstrates our commitment to our clients by providing one of the most robust and secure private cloud solutions for Microsoft Dynamics.

Data center facilities

Our data center is located domestically and is protected from intrusion and failure by multi-layered security, fail-safe redundancy, diversity measures and rapid response recovery measures.

- **Extensive physical security** – Pass card entry, biometric recognition, digital surveillance equipment, standard 19-inch lockable cabinets, 24-hour-a-day escorted access and 24-hour-a-day monitoring from redundant Network Operations Centers.
- **Environmental controls** – State-of-the-art controls for temperature, humidity, smoke, and fire detection protects the data centers and your hosted infrastructure.
- **Reliable internet connectivity** – Internet traffic is maintained and balanced by multiple independent connections to Tier 1 Internet access providers. Fully redundant connectivity provides a stable data communication infrastructure.
- **Power redundancy** – Uninterruptible power supplies, power conditioning units and high capacity generators provide a redundant and reliable power environment.
- **Total Client Support** – Data center certified engineers, systems administrators and service account managers provide capabilities beyond the SLA. These teams are on call 24 hours a day to respond to monitoring alerts.

Our architecture

Our private cloud for Microsoft Dynamics offers the highest level of reliability and safety through redundant systems, redundant Internet connections, routine backups and comprehensive disaster recovery.

- **Dedicated or Shared** – Clients can choose to host their data in either a dedicated environment that is built to specification or an existing shared environment.
- **Remote client technology** – Microsoft Windows Server®, Microsoft SQL Server®, Microsoft Terminal Services® and Citrix™ are the key technologies at the core of our private cloud architecture. Centralized servers

and applications enable users to maintain access from anywhere over a wide variety of connectivity options. Therefore, users experience less downtime and reduced staffing burdens.

- **Disaster recovery** – Our private cloud practice maintains a business continuity plan (BCP) that defines extensive tactics and procedures for a complete restore of the entire hardware and software environment, including operating systems, applications and data.

Client support

McGladrey provides your organization with one point of contact for all of your private cloud support needs:

- Our local consultants provide implementation, application support and customization through any one of our 70 offices located throughout the nation.
- Our support center provides technical system support to local offices during normal business hours (12 hours a day, five days a week), with extended support available.
- McGladrey coordinates account control to add, change, delete, disable and document user accounts.

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