



# Exceptional People Delivering Exceptional Experiences

## Secure, compliant hybrid cloud for service providers, channel partners and enterprise clients

Every Otava employee is obsessed with helping companies achieve their boldest cloud transformation ambitions, no matter how sensitive their data or how complex their environments. How do we do it? By recruiting the best experts from the industry and ensuring our 12 global locations are secure, compliant and always available. It's our promise to you.

## Expect the exceptional

Every action is driven by a desire to exceed expectations for our clients and deliver exceptional results. That means calling ourselves out at daily company meetings where we review clients' exceptional – and unexceptional – experiences. Exceptionalism is the rule, not the exception.

## Passionate service

Every employee at Otava is trained to make our clients their top priority, ensuring win-win, client-first outcomes, and we accept nothing less. Our team works harder, delves deeper and exceeds expectations more than anyone else in the industry.

## Partnerships built on mutual foundation

The best partnerships occur when we meet each other more than halfway. That's why literally every aspect of our channel partner program is designed to make you the most successful you can be, from our zero-conflict channel promise to our dedicated sales and joint marketing resources. Plus, they're just more fun!

## Complete compliance and security coverage

Your data is a valuable currency. That's why we instill a defense-in-depth-approach into our people, processes and technologies. We were the first 100% HIPAA compliant cloud provider in the US, so we've been doing this longer than anyone. When it comes to data integrity, we've got your back.

## A perfect portal

Perfect? Yeah, we went there. And when you use it, you'll see why. Find a deeper level of visibility and control than you'll see anywhere else. With single-pane-of-glass management and self-service options across your entire environment, you have a recipe for success with deeper insight into your systems, streamlined operations and increased productivity. Om nom.

“Otava is a true partner. They strive to recommend proactive solutions even before we are aware of the need for change.”

**Valerie Wyson**

IT Service Manager **KELLY CONNECT**

“Our experience with Otava has been nothing short of exceptional. Their response time, knowledge of our environment and 24/7 support has allowed my IS staff, at Bartech Group, Inc., to sleep better at night.”

**Michael J. Franklin**

VP of IS **BARTECH GROUP**

“Knowing that we take an important approach to security and that our partner, Otava, takes an important approach to security, that’s a big selling point for our clients”

**Gavin Murphy**

CEO **ANNKISSAM**

**PURSUE YOUR  
BOLDEST AMBITIONS.**  
We’ve got your back.

# Solution Framework



## Operations

### Your enterprise data champions at work

Otava averages five-nines across all services and supports industry-leading SLA’s for some of the most data-sensitive enterprises out there. Our procedures, services and technology are all built on the backs of our operations support teams and are the foundation of our commitment to proactive support and transparency in everything we do.

### Technical Account Management and Deployments

When you need an advocate or liaison on your side, Otava Technical Account Managers (or TAMs, as they’re affectionately called) have you covered. Should issues arise or complexity demands, TAMs swoop in and work with our technical teams to craft solutions and explain them in language everyone can understand. When you’re ready to deploy a new environment, call on our trusted Sherpas: Our deployments gurus. They know exactly what it takes to guide the people, timelines and all the other moving parts that go into protecting your critical data in new and complex solutions.

# Otava Solutions and Services

## CLOUD



When it comes to cloud at Otava, the sky's the limit. Our team will guide you from the first planning meeting to the final server deployment and walk with you to ensure your cloud environment is secure, compliant and always available. Choose from a variety of cloud-based solutions:

Private cloud  
Public cloud

Cloud storage services  
Workplace as a Service



## DATA PROTECTION



We understand the priceless value of your data. So don't worry! We've got you covered with security and compliance natively baked in at the core of all our solutions. We help you store, back up, recover and protect your most valuable asset with our data protection solutions supported by live humans.

Cloud Backup

Disaster Recovery as a Service

## SECURITY



Otava attacks security from a trifold approach: Physical security, technical security and administrative security. That means our people, processes and technologies are all best-in-class to protect your mission-critical and sensitive data. Our approach to security combines our culture of compliance to ensure you have the documentation you need for your own PCI or HIPAA audits with technical tools such as Vulnerability Scans, Web Application Firewalls, and File Integrity Monitoring to ensure your information is kept out of the wrong hands.

## PROFESSIONAL SERVICES



Put your team to work on developing and perfecting your applications rather than worrying about the infrastructure they're built on. Our professional services keep you focused on building your business or that of your clients.

Digital Transformation Assessment  
Database services

Migration services  
Database management services

# Expect Exceptional Every Day

## Our Core Values

“Expect Exceptional isn’t just a nifty tagline for our logo. These are the words we’ve lived by, day in and day out. At Otava, we will never be satisfied with “good enough.” Instead, we’re on a mission to raise cloud solution expectations to a whole new octave, through our core values. These values lead directly to delivering exceptional experiences for our clients and partners, and we celebrate those results daily with our team members.

## Win-Win or No Deal

We believe the best partnerships occur when they’re built on a mutual foundation of trust and respect. Those win-win deals are naturally sustainable, serving as a magnet to further client relationships, the key to our recurring growth.

## Client Focus

Together with our partners, we get to know clients better and fight harder for them than anyone else. At Otava, we celebrate exceptional client experiences daily.

## Great Ideas Win

We know a lot, but we’re not afraid to admit we don’t know it all. Every challenge presents an opportunity to seek even better answers, so we keep our ears and minds open to new ideas from all sources.

## The Highest Credibility

Two words: integrity and transparency. You can count on us to always say what we’ll do and do what we say.

## Our Data Centers

- ✓ Australia
- ✓ Nevada
- ✓ Texas
- ✓ Indiana



- ✓ Michigan
- ✓ Virginia
- ✓ United Kingdom



OTAVA is a global leader of secure, compliant hybrid cloud and IT solutions for service providers, channel partners and enterprise clients. The company’s tagline, ‘Expect Exceptional’ is a reflection of Otava’s mission to deliver clients and partners an experience that truly rises above all others. Their network of 12 data centers and cloud nodes protect mission critical applications to ensure they are always available, secure and comply with government and industry regulations. Backed by independent HIPAA, PCI, SOC 2, ISO 27001 and Privacy Shield audits, Otava delivers exceptional experiences for companies in need of a strategic IT partner.