



# Exceptional People Delivering Exceptional Experiences

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

Wherever you are in your cloud journey, we have the solutions and expertise to take you to the next step and beyond. Whether you're new to cloud or an established service provider, Otava solutions and our legendary team of engineers will help you overcome the obstacles and accelerate transformation to achieve seriously exceptional outcomes.

# Solution Framework

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## CLOUD



Everyone knows collaboration is key to a perfect fit when it comes to cloud, but not everyone takes the time to do it right. Otava does. Whatever your performance, cost and compliance requirements, we'll work closely with your team to design and deploy hybrid cloud solutions that will support your loftiest business ambitions.



### Managed private cloud

If you're a compliant-sensitive organization or rapidly growing business who wants the power of the cloud without the hassle of management, we've got what you need. We work with you to architect the cloud configurations, deploy and then monitor/manage to keep them running 24/7. Take it up a notch with SprawlGuard® protection, our unique cost management tool that's included with every cloud environment. Gain visibility into your overall spend, its changes and its impact so you can see and measure sprawl in real time.

### Self-managed private cloud

Have your cloud cake and eat it, too. Get all the security and compliance you need hardwired in, but have deep flexibility and management over the environment the way you want. We configure the hypervisor and give you access. Everything else we leave in your capable hands. Our usage-based model ensures you're only paying for what you need and nothing else. Ideal for software and content providers, service providers who want to manage the infrastructure on behalf of their end users, or if you're just someone who prefers to cloud solo.

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## Public cloud

Otava public cloud services include consultations to improve security and productivity in your cloud, custom tools to help manage and optimize costs, existing workload migration and 24/7 monitoring and support. Whether you're working with MS Azure, AWS, Google or a hybrid cloud environment, Otava is here to help you conquer your challenges to ensure your victory in the public cloud. Not sure if public cloud is right for you? Take our digital transformation assessment to see where your workloads fit best.

## Workspace as a Service

Need remote desktop services? Workspace as a Service has you covered. Deliver cloud-based applications to anyone, anywhere and on any device. Automate, deploy and manage service delivery for yourself or your clients with virtual desktops and applications in the cloud. Eliminate threats to your data security posed by fear of device theft and unwanted cyber attacks with remote access control and role delegation.

## Cloud storage

Choose from multiple storage options to fit the unique requirements of your applications and data performance and retention needs. We offer performance storage, standard and cold storage so you can start storing your stuff in the right place.



## DATA PROTECTION

Experience the peace of mind – and better night's sleep – that results from having well-architected disaster recovery and backup environments in place. You decide whether you want to manage the infrastructure or have us do it for you. Choose from a complete suite of data protection services and then go relax, for a change.

## Cloud Backup

Choose from among our many flavors of backup, including offsite backup, onsite backup with offsite replication, cold storage, database and application-aware replication, or any combination you like. We offer Veeam Cloud Connect® and can support any infrastructure, including VMware, Hyper-V and physical servers so you can recover from offsite or onsite backup and ensure data availability with confidence. Recover on a self-serve basis or with the help of our crack squad of savvy, motivated personnel. Whatever your needs are, our engineers are happy to help you be the backup hero you always wanted to be.

## Disaster Recovery as a Service

We take the complexity that comes with constructing, operating, testing and maintaining a disaster recovery infrastructure and make it simple with Disaster Recovery as a Service. With regular testing, achieve RPO and RTOs that are measured in minutes, not hours. Sounds complicated? It isn't. Our system tracks all tests for you, lets you know when it's time to test again and makes testing a breeze whenever you want.

## SECURITY



When you buy managed security from Otava, you're not just buying world-class protection. You're essentially buying the silence of your board of directors who aren't squawking in your ear about business vulnerabilities, because your data will be protected to your industry's highest standards and unique compliance obligations. Physical, technical and administrative security—it's all here and at your disposal.

### Physical security

Each of our 12 locations practices strict environmental controls, including 24/7 monitoring, logged surveillance cameras, and multiple alarm systems. In addition, we make it a priority to know our clients and to inquire if we see a new face in the data center. It's not just good security, it's good business.

### Technical security

We'll work with you to fit the right combination of security technologies to suit your tolerance for risk, compliance obligations, and resource demands. Our technical toolbelt is perfect for those who need HIPAA or PCI compliance and includes daily log review, file integrity monitoring, two-factor authentication, web application firewalls, vulnerability scanning, and patch management to ensure the highest available protections for your mission-critical data and systems.

### Administrative security

Outsourcing your IT needs to a third party can be daunting. We have what you need in contractual requirements, documented policies and procedures, and independent audits to lower your organization's risk. Otava is 100 percent compliant against a variety of regulations, including HIPAA, HITRUST, PCI, SOC 2, and ISO 27001 to ensure our compliance is a culture, not a checkmark. Better yet, you get the documentation for your own audits.

## PROFESSIONAL SERVICES



Improve the outcomes of major cloud transitions and keep business running as usual with expert guidance and hands-on support from people who live to do the jobs no one else really wants to do (database refreshes, cloud migrations, round-the-clock monitoring... you get the idea).

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## Remote monitoring and management services

Meet the newest member of your IT family: Otava. We offer hands-on server monitoring and management for those who prefer a hands-off approach. Get server performance reports, firewall and IDS/IPS protection, alerts, first responder services, patch management and 24/7 support from live humans, not robots.

## Cloud migration services

Moving to the cloud? We'll help you pack and unload. Our dedicated migration project managers will work with your team to understand your environment, then customize a migration plan that fits your needs, timeline and budget. When you're ready to make the cutover, we'll make sure your legacy systems transition smoothly and without any downtime. What's that about those pesky extras associated with migrations such as licensing and support? No worries. It's already included, simplifying your move.

## Database services

Augment your existing staff with database experts who'll help you optimize manage and improve your databases. Get off-hours support when you need it to ensure your database is the crown jewel of your environment. From needs assessments, database design and configuration to everyday monitoring and management, professional database administrators are ready to help turn your database into a lean, mean, optimized machine.

## Digital transformation assessment

Future-proof your business and take steps toward accomplishing meaningful business and technological goals with our digital transformation assessment. Perfect if you're deciding to move to public cloud. We'll help you identify which areas of your application make sense in public cloud today, tomorrow, or maybe not at all. We'll pull in business, process and technology experts in a cross-functional team that will create a solution that will power your business forward. More than just migrations, we want to determine what your unique short- and long-term strategy is so we can give you a broader path to the future for your business.



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## COLOCATION

Audited against HIPAA, PCI, SOC 2 and ISO 27001 regulations, Otava's 12 data centers average five-nines across all services and support industry-leading SLA's for some of the most data-sensitive enterprises out there. Whether you need racks, cages or private suites, our team is here to help you configure, mount, wire and deploy your rack. Rest assured, your data will be available 24x7 and backed by our iron-clad commitment to security, compliance and privacy.

# Expect Exceptional Every Day

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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. 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.

## Our Data Centers

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



- ✓ Michigan
- ✓ Virginia
- ✓ United Kingdom

Otava is a global provider of secure, compliant hybrid and multi-cloud solutions for service providers, channel partners and enterprise organizations.

**READY TO GET STARTED  
WITH A SOLUTION?**

Contact us at 877-740-5028

## Our passion for excellence is our **x-factor** ✈️

At Otava, we're focused on one goal: delivering exceptional client results. This passion for excellence fuels us to explore new solutions and bring them to life with our partners and clients. Through innovation and collaboration, we overcome every regulatory and security challenge and execute with fierce dedication. Thinking outside the box is never an issue here, because the box simply doesn't exist for us.

## More than a name, **Otava is a promise**

The word Otava has many meanings, from musical octaves and heroic poems to the constellation Ursa Major rising above the northern sky. It's a lofty word that perfectly describes our promise to work in harmony with our partners, boldly overcome every challenge and elevate client results above all expectations.



**OTAVA.com**

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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.