



BPO Service

Hosting Services



Amicorp Hosting Services provides solutions for storing data, applications and physical equipment. These services can be customized to fit specific client needs and to integrate into each customer's environment. Amicorp guarantees a very high level of security and quality of service. Our main focus is information confidentiality; for this reason all systems and equipment are located in the Amicorp Data Center in Geneva, Switzerland.

Introduction

Amicorp offers three off-the-shelf hosting services available for rapid deployment: Digital Vault, Secure E-Mail Hosting, and Managed Application Hosting. All systems are located in a secure environment protected with the highest physical and electronic security measures. Access to the systems is always through secure channels such as Virtual Private Network (VPN), or other secure methods that guarantee that only authorized users access the information. Our off-the-shelf solutions are designed for quick implementation and easy integration into customer environments. In addition to these services, Amicorp offers customized solutions to better fit the requirements of each specific customer. Amicorp focuses on providing personalized care to our clients, which ensures the highest level of quality.

Solutions



Digital Vault

The Digital Vault is a safe place where customers can store important information such as confidential files and critical business data. Only authorized users, using secure channels, can access the information.



Secure E-Mail Hosting

Secure E-Mail Hosting provides secure e-mail services using a variety of standard software solutions such as Microsoft Exchange, IBM Lotus Notes or Unix Postfix. Access to e-mail messages is always through secure channels, and the ability to send and receive is controlled at the user level by a variety of authentication mechanisms.



Managed Application Hosting

Managed Application Hosting provides an environment for running critical business applications or services that require continuous availability. Amicorp's team of technical specialists' guarantee that the systems are always available, anticipating and solving any potential problems.

User access to hosted applications is done via application client software and tools, direct network access, or Citrix/Terminal Server, if the application supports it.

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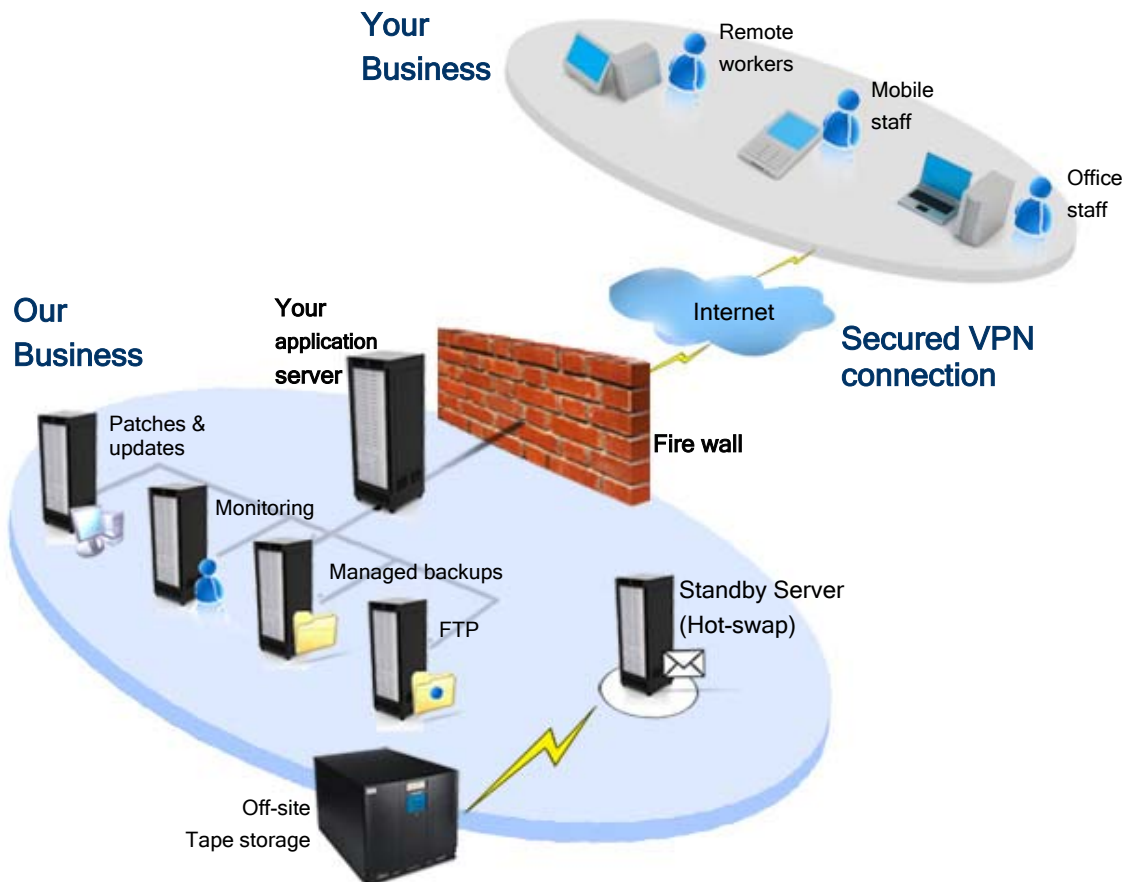
User name:
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Domain:

All services can be delivered using Amicorp's servers, servers provided by the customer, or a combination of both options. Servers and applications can be managed by Amicorp's technical staff, by the customer, or by a combination of both. Amicorp's Hosting Services offering is at our Geneva Data Center co-location space that can go from a single server to a fully dedicated rack cabinet based on your needs.

Amicorp Data Center

The Amicorp Data Center is in Geneva, Switzerland, where all servers are physically located. Customers can access the servers and applications from anywhere in the world using a variety of secure communications methods. These methods include Virtual Private Networks (VPNs), web clients, remote terminal services, and specific network protocols such as SSH.

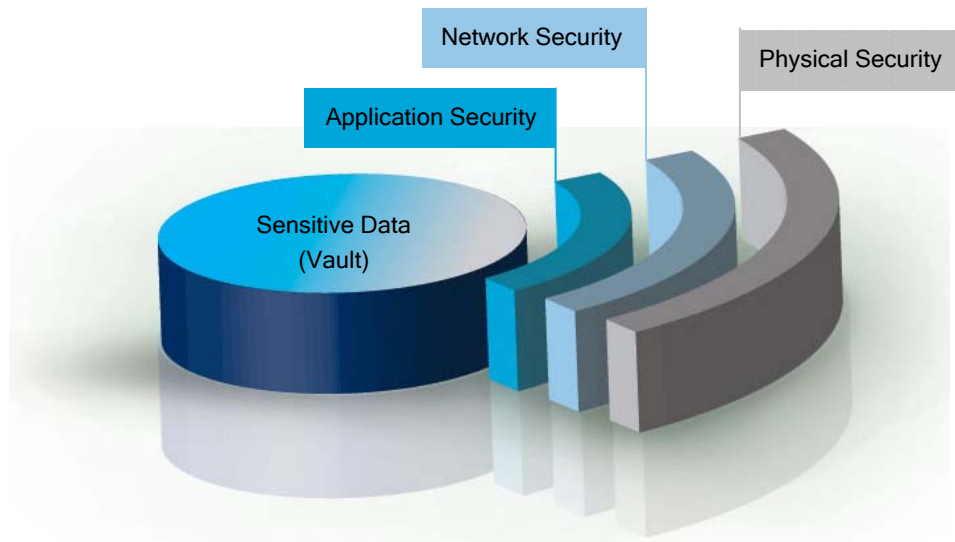
All hosting services have high availability and redundancy to guarantee continuous operation, and quick recovery in case of software or hardware failure. In addition, a full range of server backup options is available to meet each customer's specific backup and recovery requirements.





Security

Switzerland is a highly secure place to store information because Swiss law protects the confidentiality of both data and electronic communications. The Amicorp Data Center is a secured facility protected by sophisticated surveillance systems, including closed-circuit TV, alarm systems, and 24x7 security personnel. In addition to these protection measures, the facility is equipped with state-of-the-art fire protection systems, and redundant power connection to the electrical network.



The servers and data are protected not only by physical security systems. A complete range of electronic security systems is also in place to protect customers against unauthorized access. Dedicated firewalls, network separation, antivirus and intrusion detection systems, and appropriate server configuration guarantee the security and confidentiality of your data.



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User name:
Password:
Domain:

The Advantages

Amicorp Hosting Services can be customized to fit your specific needs. The chief advantages of partnering with Amicorp are:

Security

- Confidentiality - Information cannot be accessed by unauthorized users;
- Disaster Recovery - Backup services allow quick recovery in case of disaster;
- Secure Location - Information is physically protected against unauthorized access;
- Offsite Storage - Data and applications are not stored locally; and
- Convenient Access - Data and applications can be accessed using a wide range of tools and secure methods from anywhere in the world.

Costs

- Cost Reduction - Outsourced server hosting can result in IT savings of up to 50%;
- Growth without Investment - Customer businesses can grow easily without incurring costs typically associated with buying, staffing and maintaining systems internally; and
- Control - IT infrastructure is more cost effective throughout the lifecycle of the customer business, with products and services matched to every stage of development.

Operations

- Focus - Customers can focus on their core business while Amicorp takes care of IT needs; and
- Leveraging Experience - Customers gain a trusted business partner while taking advantage of the most current IT practices and expertise.

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User name:
Password:
Domain:

Implementation Approach

The transition from an in-house operation to an Amicorp outsourced service is one of the most critical processes in an outsourcing arrangement. Amicorp manages this transition through a phased approach. The main objective is to identify customer requirements, and provide a smooth transition to a hosting service that fits your needs. The implementation approach is divided in four phases:

Understanding

Migration

Testing

Going-live

- The first phase is 'Understanding'. In this phase, Amicorp gathers information about the existing IT infrastructure, and studies the operations and processes surrounding it;
- The second phase is 'Migration'. Data and applications are transferred to the hosted environment in the Amicorp Data Center. In this phase, customer users are trained to use the new systems;
- The third phase is 'Testing'. The different connection methods for accessing the hosted services are tested to verify that they meet the agreed level of service; and
- The fourth and final phase is 'Going live'. This phase starts when the testing period is successfully completed. From this point on the relationship becomes "Business As Usual".

Service Costs

By leveraging economies of scale and process expertise, Amicorp can provide economical value-added solutions to our customers. Service fees vary depending on the type of service, hardware requirements, and level of management required. If you are interested in a price quote, please contact one of our BPO Sales representatives who will prepare a flexible fee schedule based on your specific requirements.



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Conclusion

Amicorp has more than 15 years' experience in the outsourcing services market. Our clients benefit not only from this experience but also from working with a specialized firm that offers the cost advantage that only a quality outsourcing operation can. Using our hosting services to outsource IT systems, improves the quality of the services outsourced, while minimizing costs.



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