Sierra-Cedar Cloud-Based Hosting solutions are allowing organizations to significantly reduce upfront and total costs of new projects while also reducing the burdens on internal staff.

Financially stable and viable

12-year track record of excellence

Bullet proof security on all layers

Industry, business, and systems pros

Service-based pricing structures

Public and private cloud services

Custom, ERP and BI solutions

About Our Cloud Hosting Capabilities

The services marketplace for application hosting and cloud based services is quickly transforming from one requiring customized industry or product solutions to one accepting of more of a commoditized services offering "in the cloud." Sierra-Cedar's ability to offer its clients a unique combination of business and technology consulting, application hosting and true cloud based services puts our group uniquely into a category of One. One partner to host and manage your PeopleSoft, E-Business, Hyperion, OBIEE and Microsoft applications. One partner to guide strategic and tactical guidance around developing "Cloud First" directives. One partner that understands, offers as a product and can demonstrate the differences between Cloud Services and their "partly cloudy" alternatives. Sierra-Cedar is the leader at aligning our client's technology and business needs with the right services fit. We provide the competitive edge for your success.

A hosted, cloud-based service may be just what you need to automatically control and optimize resources, provide on-demand usage based access, expanded network access, and allow for rapid infrastructure expansion as business growth and requirements dictate.

What is Sierra-Cedar's Cloud Hosted Solution?

Sierra-Cedar's application hosting and cloud services practice is comprised of over 240 dedicated employees responsible for supporting over 700 Oracle and Microsoft application environments for more than fifty (50) unique clients. Our hosted solutions scale from meeting the needs of mid-market customers to the largest, most complex system environments. Our largest application hosting environments meet the needs of organizations with over 50,000 employees, 200,000 students, and over 12,500 concurrent users while also delivering to those small and mid-market organizations, all with the same industry leading Service Level Agreement (SLA).

Your Service Level Agreement

Sierra-Cedar's Host and Cloud Services capabilities use state-of-the-art data center facilities, high-performance and fully redundant computing platforms with bullet-proof security and systems management solutions.
We offer 99.8% or better service level warranties as well as the knowledge and capabilities of our application support personnel which is unequaled in the industry.

SLA Guarantee	SLA Metrics And Penalties
Port-Back Guarantee	If we fail to perform to the terms of your contract, we will port your systems back to the location of your choosing. The port-back costs are ***paid by Sierra-Cedar.***
System Availability	Your systems availability will be **99.8%** or higher. If lower than 99.5%, then your next month's hosting fee is ***free.***
Security	If a security breach occurs due to Sierra-Cedar failure to follow published procedures and best practices, then your next month's hosting fee is ***free.***
Disaster Recovery	If Production operations are not recovered and restored within 2 hours, then your next month's hosting fee is ***free.****
Performance	We will commit to setting system performance goals, and then ensure online transaction processing (OLTP) performance remains within defined benchmark levels throughout the course of the agreement. With penalties of **2%** for each percentage point below 98%.
Issue Response Time	We respond to any issue or trouble ticket in ***15 minutes*** or less. If we don't, then you receive increasing percentage credits.
Issue Resolution Time	We will resolve tickets and issues within ***4 hours*** for high priority Production issues. If we don't, then you receive increasing percentage credits.

We are here for you. Contact us today to learn more.

Solution Benefits
- Reduces implementation time and provides a lower total cost of ownership
- Easy Upgrade Paths from Legacy Systems
- Scalable Infrastructure and Performance Enhancements
- On-Demand Usage Based Access
- Reduced In-House Customer Administration Requirements
- 365/24/7 Complete and Dedicated Support

Key Solution Details
- Absolute commitment to the success of our clients
- Knowledge of our client's industries and business and systems
- Aggressive, service-based pricing structures coupled with a proven upgrade strategy that accelerates project completion
- Innovative, flexible public and private cloud services offerings give our clients the application utility and control they demand
- Established track record of success delivering industry leading service levels for hosted PeopleSoft and Hyperion solutions reduce risk and transform a complex solution into one that is simple to manage

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Sierra-Cedar delivers industry-focused client success by providing consulting, technology, and managed services for the deployment, management, and optimization of next-generation applications and technology.