



Sierra-Cedar Cloud-Based Hosting services allow organizations to significantly reduce both new project costs and the burdens on internal staff.



About Our Cloud Hosting Capabilities

The marketplace for application hosting and cloud-based services is quickly transforming from one requiring customized industry or product solutions to one accepting of more 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 allows our group to play a significant role in addressing our clients’ challenges. One partner to host and manage your PeopleSoft, E-Business, Hyperion, OBIEE, and Microsoft applications. One partner to provide 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.

As your organization grows and evolves, hosted, cloud-based services may be just it needs to automatically control and optimize resources, provide on-demand, usage-based access, greater network availability, and allow for rapid infrastructure expansion.

What Are Sierra-Cedar’s Cloud Hosting Services?

Sierra-Cedar’s application hosting and cloud services practice is comprised of almost 300 dedicated employees responsible for supporting over 600 Oracle and PeopleSoft application environments for 40 clients. Our hosted services 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 40,000 employees, 400,000 students, and over 31,000 concurrent users, while also delivering to those small and mid-market organizations, all with an industry-leading Service Level Agreement (SLA).

Your Service Level Agreement

Sierra-Cedar’s Host and Cloud Services use state-of-the-art data center facilities and high-performance, fully redundant computing platforms with strong security and systems management. We consistently meet or exceed 99.8% service level warranties, and our application support personnel have knowledge and capabilities that are unequaled in the industry.

SLA Objectives	SLA Metrics And Credits
System Availability	If your production system's availability is lower than 99.8%, and the issue is caused solely by Sierra-Cedar, then you will receive a credit of up to 20% of your monthly labor on your next month's invoice.
Performance	Sierra-Cedar will set Production system performance goals, then validate that performance remains within defined benchmark levels throughout the course of the agreement, with credits of 2% for each percentage point below 80% up to a credit of 20% of your monthly labor on your next month's invoice if the issue is caused solely by Sierra-Cedar.
Issue Response Time	Sierra-Cedar will respond to an issue or trouble ticket in 15 minutes or less. If we don't, then you receive increasing percentage credits up to 20% of your monthly labor fee.
Issue Resolution Time	Sierra-Cedar will resolve tickets and issues solely within our control within 4 hours for high-priority Production issues. If we do not, then you receive increasing percentage credits up to 20% of your monthly labor.

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

Services Benefits

- Reduces implementation time and may reduce 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 Services 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
- Successful track record of delivering industry-leading services levels for hosted Oracle and PeopleSoft applications that reduce risk and transform a complex application into one that's 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.