



Infrastructure Hosting

i2 offers a complete hosting solution, including the services needed to run, maintain, and support specific i2 applications and their supporting interfaces. This includes the management and support of web servers, planning engines, application servers, network/internet connectivity, database services, security services, and storage and backup. The data centers, the network, and the hosted environments are maintained and managed by i2 in enterprise class data centers.

i2 Infrastructure Hosting is offered as a managed service for firms that want to alternatively source their i2 application solution set. This service includes hosting infrastructure and supporting network connectivity, as well as the ongoing run and maintain services. This is done in a secure, reliable, and proven environment with personnel acutely attuned to the i2 solution. In most cases, this is a completely managed hosting complement of services (data management, business process, and user layer) thus enabling an operational service-level agreement ownership to transfer to i2.

The goal of i2 Infrastructure Hosting is to eliminate the need for companies to design, provision, support, and deploy the needed infrastructure, software, and networking environment to operate their i2 solution set. In doing this, i2 Infrastructure Hosting replaces the need for companies to maintain specialized i2 infrastructure and solution expertise in house. There are no servers to manage, software to install, or computers to maintain or upgrade. Users may simply require an internet connection and/or operate across highly secured links or tunnels.

The Value Proposition

i2 Infrastructure Hosting enables companies to focus more intensively on individual groups' core competencies while getting the most from i2 solutions. To increase the agility of their operations, i2's leading customers are leveraging benefits including:

- Leveraging i2's extensive experience in the application environment
- Enabling consistent operations by operating solutions as a service
- Minimizing operational risks while reducing operational costs
- Leveraging scarce personnel resources on more strategic areas
- Achieving scalability and expandability in a pre-planned and managed environment

i2 Infrastructure Hosting can reduce or even eliminate a company's dependence on having its own support personnel. With its trained and experienced resources, i2 can essentially replace the day-to-day tasks of an in-house IT department. There are no servers to manage, software to install, or computers to maintain or upgrade.

Immediate Ramp-Up Capability and Benefits

i2 Infrastructure Hosting ensures that key program(s) can ramp quickly and predictably by:

- Leveraging existing enterprise-class IT infrastructure at a pre-defined cost/price
- Bringing on the needed expertise in the early phases of solution development
- Eliminating, or at least deferring, the need to commit to hardware in the early stages of development
- Shrinking overall project duration and development cycle

Enterprise-Class Operations

i2 Infrastructure Hosting provides an organization with all of the functions and stability of an enterprise-class IT department with:

- Secured off-site data centers
- High-performance and tuned infrastructure hardware complement
- Holistic complement of services related to specific i2 solutions
- Knowledgeable, global i2 help desk
- Robust security systems and disaster recovery
- Expert support personnel tuned to the environment
- Virtualization flexibility for burst capacity
- Dedicated equipment complements for highest security

A Complete Hosting Service

i2 offers managed hosting that incorporates high availability, advanced networking, and data center contingency services to insure that i2 solutions operate as expected. This level of managed hosting offers system-level administration and support that is built upon comprehensive Internet services and security infrastructure—relieving IT departments of many critical, but costly responsibilities.

i2 Infrastructure Hosting provides companies with all of the capabilities of a *Fortune* 500 IT department including:

- Guaranteed application delivery
- A professional help desk
- Access from anywhere
- Centralization of multiple offices
- Enterprise class security
- Engineered redundancy
- Disaster recovery alternatives
- Highly advanced performance tuning

Time-to-Value Proposition—Get to an Operational State Quickly

i2 Infrastructure Hosting enables companies to quickly ramp up in i2 development and production environments without a huge upfront investment in time and money. This includes rapidly deploying the necessary infrastructure, developing/configuring the system and sub-system complement, and installing and tuning of the needed software and hardware components.

i2's approach enables companies to combine infrastructure, software, and services into an effective and manageable service, allowing seamless communication with customers, partners, and employees. Using advanced technologies, i2 can offer varying degrees of security and scalability to match business needs.

The quick cycle ramp-up is coupled with the capabilities of i2's high-performance data centers, which:

- Ensure high availability of i2 solution complement
- Minimize infrastructure deployment and run-and-maintain costs
- Leverage global 24x7 support from personnel that know the systems landscape intimately

i2's data centers exceed all industry standards for security, performance, and quality.

Realizing the Benefits

i2 solution hosting can eliminate the need for the implementation of specific infrastructure as well as the run-and-maintain aspects of i2 solution sets. These IT operational services typically include advanced monitoring, load balancing, elevated security, data storage, stress testing, industry-leading technical expertise, and proactive problem management.

Managed hosting is the smart and cost-effective method for those critical applications that need 100% network uptime, support responsiveness, technical expertise, and a secure, high-end infrastructure.

For both existing and emerging i2 solution implementations, i2 offers a comprehensive assessment workshop with a company's current support teams. To streamline the process, we include the i2 professional services support team in this process to scope and develop a hosting configuration and service-cost model.



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