

Netopia Hosting Services

Secure

Rock solid facility, equipment, and network security plus daily data backups protects applications and data.

Reliable

NOC with 24/7 on-site support and on-call engineering paired with 99.9% uptime delivers high availability and reliable network connectivity anywhere in the world.

Flexible and scalable

Allows Netopia partners to quickly leverage Netopia solutions within existing business models – from small scale to mass deployments.

Netopia® Hosting Services

World-Class Hosting Enables Implementation of Netopia Solutions Without Capital Investment

Netopia's world-class hosting services allow its partners to quickly implement Netopia solutions while increasing operational efficiencies and easing pressure on internal systems and personnel.

By leveraging Netopia-hosted solutions, Netopia's service provider partners can offer value-added services and implement remote management capabilities that quickly contribute to the bottom line without up-front investment of time and capital.

Netopia's hosting methodology is flexible, scalable, and secure. It provides Netopia customers with the ability to customize Netopia solutions to fit specific business requirements. There's no need to invest in dedicated staffing, costly consultants, hardware and software platforms, or continual equipment and software upgrades. And, Netopia-hosted services and applications integrate seamlessly into existing business models and systems.

Hosting Environment

Netopia's hosting environment is built from the ground up with leading technology solutions that assure system performance, reliability, and high levels of availability, including, but not limited to:

- hardware Level 5 RAID with redundant controllers, power supplies, hot swap drives, and daily incremental system backups with offsite storage
- contracted hardware and software maintenance support 24 hours per day, 7 days per week, 365 days per year

Netopia servers are housed in state-of-the-art co-location facilities in Richardson, Texas, and Billerica, Massachusetts, with fully redundant failover capabilities. Netopia delivers high-availability Internet connectivity through Verizon's high performance, high-capacity international network. Data is backed up nightly and security and maintenance personnel are available 24/7.

These state-of-the-art facilities include:

- 24/7 video surveillance, building and facility security card access, security personnel, and NOC mantrap
- UPS and emergency diesel generator power
- redundant air-conditioning, air flow management, and fire suppression systems
- anti-static flooring
- 24/7 NOC, on-site support, and on call engineering
- guaranteed uninterrupted transit to the Internet

Netopia's Service Delivery Commitment

As part of providing hosted service access for Netopia solutions, Netopia guarantees 99.9% uptime and a commitment to deliver total system availability, proactive monitoring, and disaster recovery capabilities – all backed by the Netopia service level agreement (SLA).

Netopia® Hosting Services *continued*

Netopia Professional Services Organization (PSO)

Netopia's Professional Services Organization (PSO) is available to support Netopia partners in all facets of solution implementation:

- customization of solutions to reflect partner branding
- integration into existing partner operational support systems (OSS), customer relationship management (CRM), or other systems
- rapid response to and resolution of solution issues

Experienced and Proven

Netopia has been hosting services and solutions for its customers for many years, enabling them to leverage Netopia's service assurance solutions quickly and with business-class reliability. Examples of businesses using Netopia-hosted solutions include:

NBBS Service Management Platform. A Midwestern independent operating carrier (IOC) uses Netopia's NBBS service management platform, a powerful remote device management system, to deploy Netopia ADSL2+ routers to its subscribers and automatically download the IOC's custom configurations to the routers. NBBS also streamlines ongoing router management. Any configuration changes or embedded software updates can be automatically downloaded to the subscribers' routers when required. Netopia owns and hosts the NBBS implementation in use to assure the delivery of custom solutions to the IOC.

eCare Remote Support Application. A multinational florist network uses eCare, an on-demand remote support center application, to reach out over the Internet to provide virtual hands-on desktop technical support to member florists. The company's support department can quickly "show" rather than "tell" end users how to resolve an issue or use a new software program, dramatically improving the efficiency of both support staff and member florists.

eSites Custom Web Sites. Netopia hosts and develops custom Web sites for a major telecommunications carrier's online yellow pages, including eCommerce capabilities.

Netopia Hosting Services – A Smart Choice

Netopia's fast, fully redundant network and state-of-the-art data centers provide rapid solution implementation with an assurance of total business continuity. Dedicated staff, monitoring, and disaster recovery capabilities guarantee that mission-critical Netopia solutions are up and running with peak performance around the clock.

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