



NEOVERA

complex hosting simplified

Custom IT Solutions & Services Engineered Around You.

Neovera is a trusted provider of mission critical complex hosting solutions, specializing in IT consulting and infrastructure managed services. With clients ranging from non-profit organizations to Fortune 500 companies, we are committed to developing secure, scalable enterprise-grade technologies that can be quickly deployed to meet any requirement. Our global reach enables us to manage client environments in any location, ensuring convenience, superior support and security of their critical systems.

Founded in 2001 and headquartered in Reston, VA, Neovera is a vendor-agnostic firm that delivers dedicated 24x7 onsite customer service and unmatched technical expertise to its clients and partners.

Why Neovera?

Neovera is dedicated to you helping you achieve your business goals, and we genuinely care about your success. Have peace of mind knowing your IT environment is in expert hands.

- SUPERIOR SERVICE
- DEDICATED SUPPORT
- FULLY COMPLIANT
- HIGHLY SECURE
- UNMATCHED EXPERTISE



Offerings and Expertise

IT CONSULTING SERVICES

- Infrastructure Assessments
- Security Assessments
- Datacenter Migration
- Virtualization Consulting
- Disaster Recovery Consulting
- Application Development

MANAGED SERVICES

- Infrastructure Management
- Application Management
- Disaster Recovery Planning
- Backup Management
- Database Administration

CYBER SECURITY

- Cyber Security Assessments
- Cyber Security Managed Services
- Cyber Security Monitoring
- Compliance Reporting
- CIS Administration Services

DATABASE SERVICES

- Oracle
- Microsoft SQL Server
- MySQL
- Database DR Solutions
- Remote DB Management
- Oracle Licensing

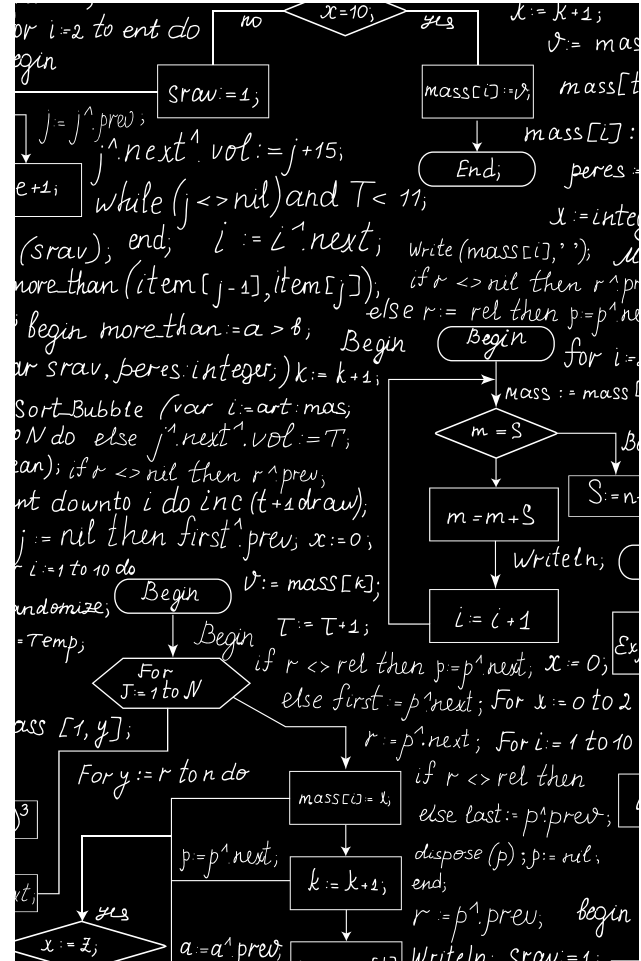
ENTERPRISE CLOUD SOLUTIONS

- Private Cloud
- Hybrid Cloud
- Custom Cloud
- AWS Cloud Integration
- Software as a Service (SAAS)
- Development & Test Environment

IT Consulting Services

As IT environments grow more complex, companies must adopt new technologies and applications, improve how they store and manage data, and stay current with security standards while closely managing project timelines and costs. Neovera has helped some of the world's leading enterprises overcome these challenges while maintaining consistent and secure performance.

Neovera provides project-based, strategic IT consulting based on your infrastructure and business requirements. We offer short and long-term technical support services including: infrastructure assessments, security assessments, datacenter migration, dedicated virtual server solutions, and disaster recovery consulting. Whether your business requires attention in one or all of these areas, our experienced consultants can help improve your IT environment to support your business needs.



INFRASTRUCTURE CONSULTING

Comprehensive assessment and gap analysis of your core infrastructure, including architecture design, implementation and migration services.

SECURITY CONSULTING

Security audits, penetration testing, data replication, and failover testing to ensure security and compliance of your environment.

DATACENTER MIGRATION

Seamless and efficient migration planning, providing end-to-end implementation and management while minimizing business disruption.

VIRTUALIZATION CONSULTING

Create a virtual environment for your infrastructure, using industry-leading technologies that will provide enhanced operational performance, optimized utilization, and significant cost-savings.

DISASTER RECOVERY CONSULTING

Development, implementation, testing and management of complex data replication and disaster recovery solutions to ensure business continuity.

APPLICATION DEVELOPMENT

Utilizing modern, agile development methodologies, our application development group facilitates, manages and drives the process from initial concept and discovery, to production deployment and operational support.

Managed Services

Neovera offers a broad range of managed hosting services that are customized to meet your infrastructure needs, regardless of size or complexity. Our platform allows the option to outsource your entire IT environment or have us host your applications. We help clients architect, implement, and manage their existing IT infrastructure into a scalable configuration that enables future growth.

Neovera provides 24x7x365 dedicated onsite monitoring, management and remediation of your core infrastructure, ensuring your systems are always operating at peak performance. Whether your business requires attention in one or all of these areas, our managed services capabilities will help improve your IT environment and support your business objectives. We are committed to applying industry best practices combined with redundant, scalable and secure technologies to increase operational efficiency and ensure on-demand access to your mission critical systems.



INFRASTRUCTURE MANAGEMENT

24x7x365 monitoring from our state of the art Network Operations Center, rigorously assessing client environments to ensure the highest level of security, availability, performance, and utilization.

APPLICATION MANAGEMENT

Monitoring and management of custom and COTS applications with 24x7x365 dedicated support services and security.

DISASTER RECOVERY PLANNING

Cost-effective disaster recovery solutions engineered around your system requirements with 24x7x365 management and failover protection to ensure business continuity.

BACKUP MANAGEMENT

Superior support and dedicated 24x7x365 monitoring and crisis management of your backup infrastructure, protecting the virtual investments you've work so hard to build. Daily backups and replication of your mission critical data so that it's always safe and secure.

DATABASE MANAGEMENT

Unmatched DBA expertise. Services include database creation, monitoring, tuning, daily backups and 24x7x365 support for Oracle, Microsoft, IBM and MySQL platforms, delivering the availability and data protection you require for your applications.

Cyber Security

Neovera has over 14 years of experience identifying risks and outlining specific, actionable steps to improve network security for companies across multiple industries, including financial services, global media, healthcare, education, retail and technology. Our goal is to help clients understand the security threats associated with their environment, identify risks, and provide recommendations to prevent security breaches and data loss.

The Neovera team will help you prioritize your security issues and address your most urgent needs. Our expert engineers conduct security audits and penetration testing, as well as data replication and failover testing to determine the right solution for your environment.



CYBER SECURITY ASSESSMENTS

Our comprehensive evaluation of your environment not only assesses the state of your current security systems, but also includes strategies to reduce future risk. By identifying the vulnerabilities that exist, we can design a cyber security roadmap that will help your organization achieve its security goals.

CYBER SECURITY MANAGED SERVICES

Our cyber security managed services extend the security of your critical information by enabling awareness, increased compliance, rapid response, and the ability to identify and manage cyber threats and vulnerabilities associated with your environment.

CYBER SECURITY MONITORING

We provide 24x7 security monitoring, log management and security device management to protect against threats and ensure compliance with regulatory requirements.

COMPLIANCE REPORTING

Neovera can help you stay on top of all of your security requirements by assessing and scanning your IT environment on a 24x7 basis. We ensure compliance by holding logs for specified periods of time. Our security policies form the basis of our compliance solutions and we offer compliance services for regulations including PCI DSS, CIS, HIPAA, HITECH, and SOX.

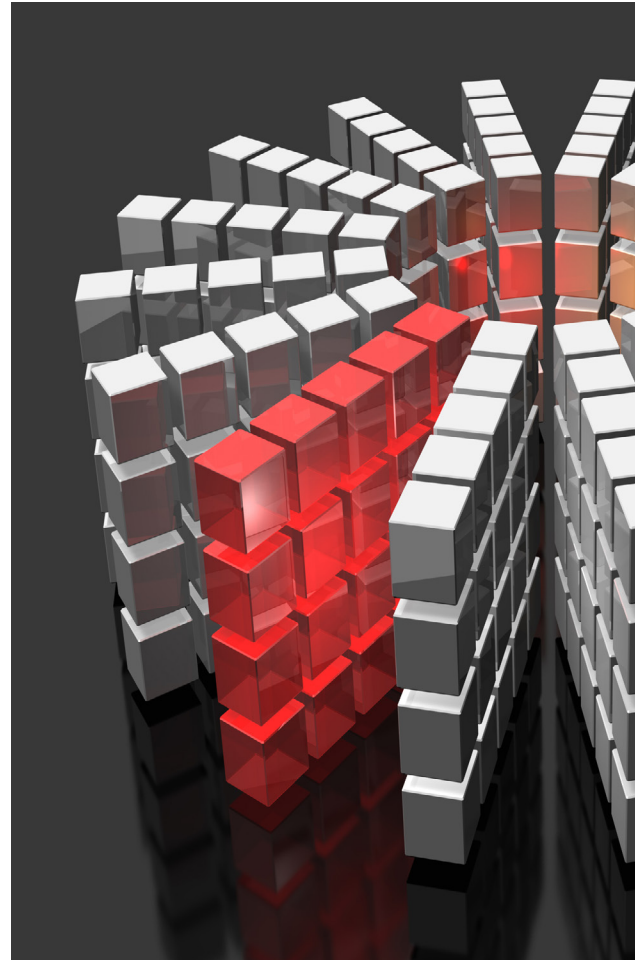
CIS ADMINISTRATION SERVICES

We have the expertise to remediate or apply compensating controls for all Center for Internet Security (CIS) Benchmark deviations for operating systems, database servers, network devices, and virtualization.

Database Services

Neovera provides expert support for the leading database management systems. Our managed database services include database creation, monitoring, daily backups and 24x7 support for Oracle, Microsoft, IBM and MySQL platforms, delivering the availability and data protection you require for your applications. We work with you to develop the ideal database managed services package – whether you need to outsource your entire system, or you already have an in-house DBA but need additional monitoring and support – our expert DBAs will architect a flexible and secure solution that meets your requirements and exceeds your expectations.

Our database services minimize downtime through a variety of clustering, replication, backup, and recovery strategies, and we assume total responsibility for database monitoring and failover protection. Our DBAs effectively become an extension of your team, helping plan for scalability and identifying bottlenecks.



ORACLE

Our Oracle certified engineers are dedicated to keeping your systems running smoothly, providing 24x7 management and support services for your mission critical databases.

MICROSOFT SQL SERVER

24x7 on-demand access to our expert DBAs, ready to help you with everything from architecture and design, to administration, monitoring, and troubleshooting for any of your MS SQL Server database systems.

MYSQL

24x7 on-demand access to our expert DBAs, ready to help you with the architecture, design, administration, monitoring, and troubleshooting for any of your MySQL database systems.

DATABASE DR SOLUTIONS

Depending on your Oracle database license (Enterprise or Standard Edition) a variety of database disaster recovery solutions are possible. Neovera can design, deploy and manage your DR databases in multiple infrastructure configurations regardless of system location.

REMOTE DATABASE MANAGEMENT

Neovera can remotely manage your database systems and deliver the expert DBA support you need, anytime, anywhere. With 24x7 monitoring and management, we'll take care of your database environment so you can focus on your business.

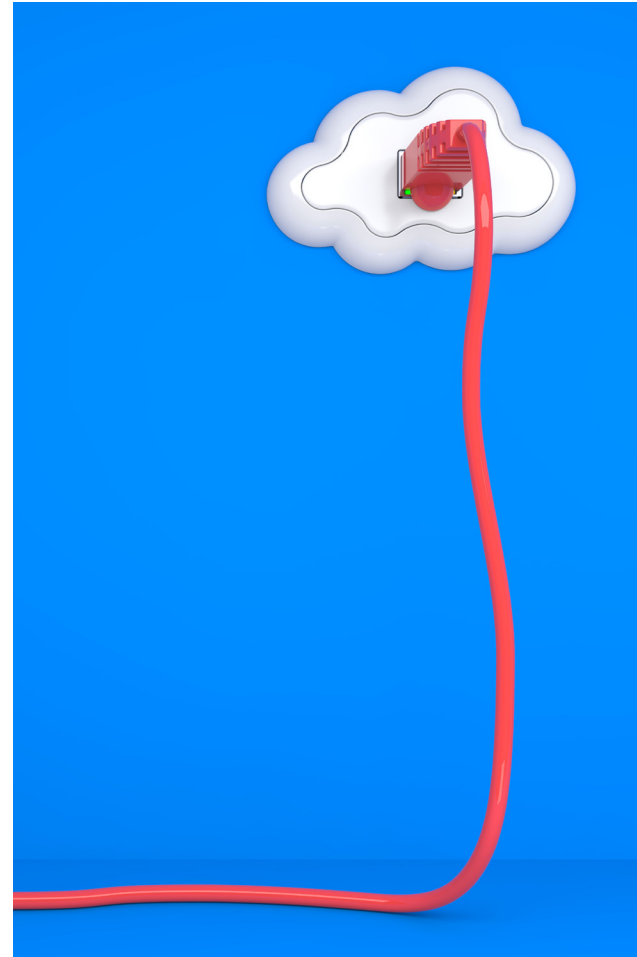
ORACLE LICENSING

Neovera is an Oracle Gold Partner reseller offering various licensing options along with comprehensive managed services for any Oracle database product. We provide appropriate Oracle software recommendations customized to your unique business and technical requirements.

Enterprise Cloud Solutions

Neovera offers multiple cloud platforms that are SSAE16, HIPAA, and PCI compliant. We use the latest enterprise-class technologies and secure cloud architectures uniquely designed for maximum uptime. Whether you are running critical business applications, storing large amounts of data or adjusting to temporary spikes in web-traffic, our cloud solutions adjust seamlessly.

Choose from our Private Cloud, Hybrid Cloud or Custom Cloud models, all of which include dedicated monitoring, management and backup support services. Our solutions are scalable with rapid expansion capabilities, while ensuring applications and data are highly available.



PRIVATE CLOUD

Completely managed, full-service cloud. Neovera offers a fully compliant turnkey network and server platform providing access to the latest hardware and software on demand.

HYBRID CLOUD

Combine legacy infrastructure with cloud expansion capabilities by connecting a co-located or dedicated environment to a cloud platform.

CUSTOM CLOUD

Customized cloud solutions for clients who want a private cluster of highly available, secure, and fully redundant virtualized servers.

AWS CLOUD INTEGRATION

Connect your AWS cloud with a Neovera cloud and create a cooperative platform that looks and functions like one system. Our experts will provide continuous management and support of your cloud infrastructure, allowing you to enjoy the benefits of an integrated environment.

SOFTWARE AS A SERVICE (SAAS)

Neovera's SaaS hosting services include core infrastructure management and monitoring with data protection, identity and vulnerability management, and application security.

DEVELOPMENT AND TEST ENVIRONMENT

Our solution combines automation services with cloud and application virtualization to optimize development and test environments, making testing less costly and easier to accomplish.

EXPERTise as a Service™ by Neovera

Neovera's EXPERTise as a Service™ suite of solutions offers a variety of innovative and cost-effective IT services customized to your unique infrastructure requirements and business needs.

DBA ANYTIME, ANYWHERE™

ORACLE PLUS™

INFRASTRUCTURE PLUS™

DR PLUS™

NETWORK PLUS™

MONITORING ANYTIME, ANYWHERE™

SECURITY AUDIT PLUS™



DBA Anytime, Anywhere™

Database Management Services

With Neovera's database management services, you get the DBA expertise you need, when you need it, without the high price tag. Neovera's DBA Anytime, Anywhere™ services are customized to fit any client database environment and budget. We implement best practices and help you significantly reduce cost, time and risk in the everyday operations of your database systems.

DBA Anytime, Anywhere™ Features

- Database Administration
- Database Storage Management
- Database Backup & Recovery
- Database Security Services
- Database Upgrades
- Database Assessment
- Database Tuning Services
- Database Monitoring
- Database Support Services

DBA Anytime, Anywhere™ Benefits

COST-EFFECTIVE - Leverage Neovera's expertise at a fraction of the cost of in-house personnel while reallocating investment dollars for growth initiatives.

WORRY-FREE - Neovera's proactive 24x7 monitoring and management prevents unplanned downtime and common vulnerability threats.

ACCOUNTABILITY - Detailed weekly reports reflecting completed and current tasks, open issues, and any risks associated with your environment.

BUSINESS CONTINUITY - Ensure business critical data and processes are secured with fully redundant and compliant disaster recovery solutions hosted by Neovera.

SECURITY - Neovera is PCI ROC and SSAE-16 certified, and HIPAA compliant, so your mission critical applications and customer data are always secure.

MULTIPLE OPTIONS - Neovera supports operating systems including Windows, Linux and UNIX.

Oracle Plus™

Oracle Database Services

For more than a decade, Neovera has provided the Oracle community with in-depth expertise and exceptional service. Our Oracle certified engineers are dedicated to keeping your systems running smoothly, ensuring that you achieve business success and bottom-line results. Neovera Oracle Plus™ provides 24x7 management and support services for your mission critical Oracle databases, and as a Neovera client you will always have 24x7 on-demand access to our Oracle expert architects.

Oracle expertise like no other.

- Oracle RAC
- Oracle Golden Gate
- Oracle Cloud Control
- Oracle APEX
- Oracle Fusion Middleware
- Oracle Exadata

Oracle Plus™ Features & Benefits

DATABASE ADMINISTRATION - 24x7 cost-effective database administration and managed services including tuning, upgrades, maintenance, capacity planning, new database creation, production data restore, and database code deployments.

DATABASE SECURITY - Password management, grant/revoke privileges, monitoring of security auditing policies, maintain user/application roles, and Oracle wallet management.

DATABASE BACKUP & RECOVERY - Improve performance, reduce application impact and lower costs with Neovera's integrated backup and recovery solutions. Database backups to local servers, RMAN backups and validations, RMAN restore validations, Oracle homes, admin directories & configuration files.

STORAGE MANAGEMENT & MONITORING - Monitoring and management to optimize your storage environment for Oracle database applications, including file system growth, Oracle ASM management, tablespace growth, archive log growth and retention.

Infrastructure Plus™

Infrastructure as a Service

Neovera's comprehensive Infrastructure as a Service (IaaS) solutions gives users access to the infrastructure they need in minutes, instead of weeks or months. Infrastructure Plus™ enables flexible cloud virtualization, compute capacity on demand, virtual network access and storage capabilities. With responsive IT services, you can increase operational efficiency and scalability, and grow your business faster.

Infrastructure Plus™ Features & Benefits

ON-DEMAND SERVICE - Independently provision computing capabilities, such as compute time, network connectivity and storage, as needed from a single interface.

RESOURCE MANAGEMENT - Reduce IT costs by migrating to virtualized servers and enhance business agility through the use of on-demand computing resources.

DYNAMIC SCALING - Neovera Infrastructure Plus provides a layer of virtualized hardware that delivers the computing power and datacenter required for applications to run smoothly.

WORRY-FREE - Since Neovera is responsible for configuring and maintaining your infrastructure, you don't have to worry about infrastructure upgrades, and can focus on rolling out applications instead.

REDUCE CAPEX - By outsourcing the task of building and maintaining your infrastructure to Neovera, you can reduce capital expenditures on hardware and software - and with pay-as-you-go pricing, only pay for the resources you use in a given period.

DR Plus™

Disaster Recovery as a Service

Neovera provides organizations with a variety of cost-effective ways to replicate and recover their critical servers and data center infrastructure. We work with you to create short and long-term recovery plans with numerous levels of data protection for virtual and physical environments. With DR Plus™, the process is simplified and recovery time is expedited, including fully-managed server recovery performed by our 24x7 expert staff.

DR Plus™ Features

- Offsite hosting in a Neovera SSAE-16 certified and PCI ROC compliant facility
- Application and storage-based replication
- VMware-based servers
- Highly available cloud environment
- Redundant network environment with nationwide reach
- Fully managed equipment, with 24x7 monitoring and troubleshooting

DR Plus™ Benefits

FLEXIBLE REPLICATION - Options that allow you to continually replicate critical servers (whether physical or virtual) into Neovera's cloud, leveraging host-based replication or storage-based replication.

MULTIPLE OPTIONS - Neovera provides application-consistent recovery points for key applications like Exchange, SQL Server, Oracle, SharePoint and more.

ALWAYS SECURE - Pre-built virtual recovery environments, including private network connectivity, security and per-server failover plans linked to a continuously updated replica of each of your servers.

RAPID RECOVERY - Meet RPO/RTO objectives with numerous recovery options that enable rapid and efficient recovery of resources.

Monitoring Anytime, Anywhere™

Remote Infrastructure Monitoring Services

Neovera's remote infrastructure monitoring services can help you achieve higher productivity and drive out fixed and capital costs. With Monitoring Anytime, Anywhere™, we can manage your infrastructure more efficiently and cost effectively, either onsite or through our Remote Operations Center, providing a holistic approach to monitoring your environment.

Monitoring Anytime, Anywhere™ Features

- Datacenter computer hardware monitoring
- Monitoring of email, desktops, laptops and mobile devices
- Security monitoring and reporting
- Application monitoring and support
- Storage management and monitoring
- Servers and virtual machines monitoring
- Monitoring of network devices, firewalls and load balancers

Monitoring Anytime, Anywhere™ Benefits

WORRY-FREE - Comprehensive monitoring, including documentation of incidents and restoring your systems to a steady state.

INCIDENT MANAGEMENT - Proactive remediation and preventative maintenance practices. Neovera will instantly identify and isolate any infrastructure service failures or utilization issues, and immediately resolve the problem without interrupting the environment.

ALWAYS SECURE - 24x7 monitoring, alerts and notifications of all networked devices, including security and compliance with access to a real-time remote dashboard for end-to-end network visibility.

EXPERT SUPPORT - 24x7 on-demand operation support services including security, patching, tuning and upgrades.

Network Plus™

Network Management as a Service

Neovera's Network Plus™ provides a single-source solution for organizations seeking network monitoring and network management expertise to keep your network running at its best, minimize network downtime, increase application performance, and meet new networking requirements.

Our Network Operations Center staff diligently monitors your network circuits and devices to ensure the highest level of security, availability, and utilization. With Network Plus, network management services are put to work for your organization while freeing valuable resources for other projects, allowing you to maximize the value of your data networking and communications investments.

Network Plus™ Features

PERFORMANCE MANAGEMENT - 24x7x365 proactive network performance monitoring and throughput analysis with real-time notification of managed devices.

FAULT MANAGEMENT - Connectivity troubleshooting and monitoring. Our expert network engineers can quickly detect, diagnose and resolve network performance problems and outages - even before users can report an issue.

CONFIGURATION MANAGEMENT - Detailed configuration and change reporting for identifying and auditing configuration settings and change requests.

SECURITY MANAGEMENT - Design, implementation and monitoring of robust network security solutions, ensuring your business is more resilient to changes and threats.

DEVICE MANAGEMENT - Comprehensive service level agreements (SLAs) including performance thresholds for incident identification and response.

Security Audit Plus™

Infrastructure Security Audit Services

With over a decade of experience identifying risks and outlining specific, actionable steps to improve IT infrastructure security for companies in every industry, Neovera Security Audit Plus™ provides an integrated, cost-effective solution for security and compliance of your IT infrastructure.

We apply our in-depth knowledge of existing security policies, procedures, controls and mechanisms, ensuring industry best practices and compliance standards, helping you prioritize your security issues and address your most urgent needs. Our comprehensive evaluation of your environment not only assesses the state of your current security systems, but also includes strategies to reduce future risk.

Security Audit Plus™ Features

- Security audits
- Vulnerability testing
- Penetration testing
- Network security assessment
- Application security assessment
- Cyber security assessment
- Enterprise threat levels & risk factors
- Database security assessment
- Strategy, design and implementation
- IT governance risk and compliance

Our Clients

Neovera's clients range from start-up and non-profit organizations, to global media, education, healthcare, and financial institutions. Our reliable support and superior service provides our clients with peace of mind that their infrastructure is safe and secure, allowing them to focus on achieving their business objectives.

**“If Neovera was a religion,
I would be a believer.”**

- Neovera client, Sean Marshall, K2M, Inc.

Our People

UNMATCHED TALENT AND EXPERTISE

The key component to Neovera's success is our expert team. Our engineers, developers, program managers and consultants possess unmatched technical expertise, hailing from some of the most recognized IT companies in the world. We pride ourselves on providing superior customer service and dedicated, personalized support 24x7x365. Consider our employees an extension of your IT staff – we're here to help.

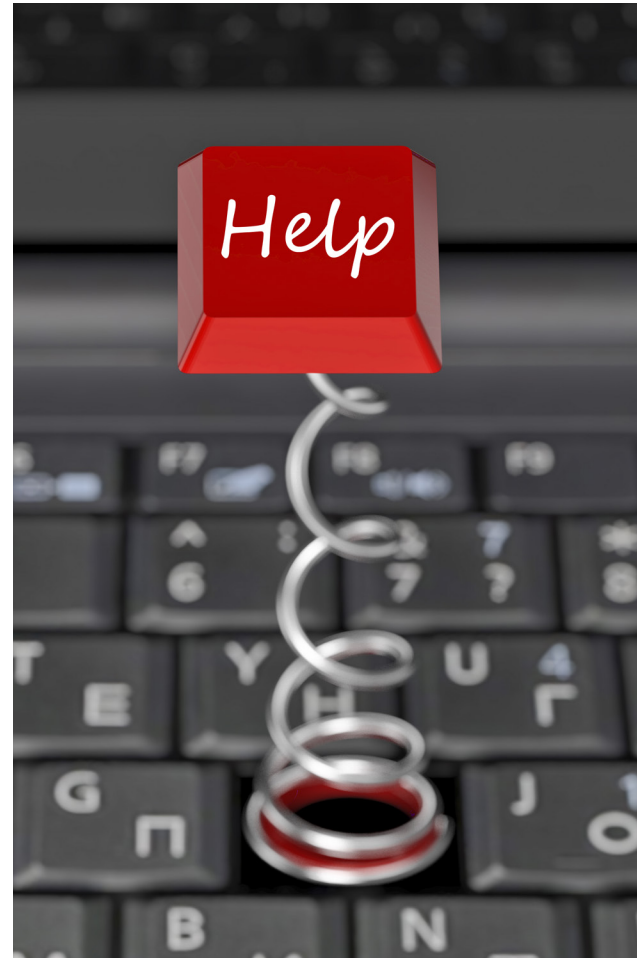


Superior Support

At Neovera, we don't just tell you that we provide exceptional customer service and personalized support...we actually do it.

YOUR DEVOTED SUPPORT TEAM

Neovera is dedicated to delivering impeccable customer service and technical support 24x7 to each and every client. We provide a team of at least three dedicated resources who are always accessible and personally responsible for each client. This dedicated team typically includes an Account Manager, Technical Project Manager, and a Lead Engineer. These resources are backed by Neovera's experienced 24x7 Network Operations Center staff system specialists and senior architects.



Dedicated Service

Unlike other hosting providers, Neovera guarantees personalized customer service. We are committed to applying industry best practices combined with redundant, scalable and secure technologies to increase operational efficiency and ensure maximum uptime and on-demand access to your mission critical systems.

CLIENT SPECIFIC TICKET QUEUE

Client ticket management system within the Neovera ticketing system allowing clients to easily request environment changes as well as track the status of those requests.

24x7x365 NOC

While others may claim to have onsite customer service, Neovera provides its clients with true, onsite 24x7 monitoring and support.

WEEKLY DASHBOARD STATUS REPORTS

Detailed weekly report listing completed and current tasks, open issues, and any risks associated with a client's environment.

EXPERT SUPPORT

- Architecture, design and implementation support
- 24x7 management of servers, network, databases, storage, backup, and applications
- Daily inspection of all equipment and cages
- Service Level Agreements

Technology Partners

Partnerships are an integral part of our business and we maintain strong, ongoing relationships with all of our strategic partners. Our mission is to promote our partners' business objectives while leveraging their capabilities for our clients. Neovera's engineers always maintain the latest certifications for industry-leading technologies.



Certifications & Compliance

Maintaining security compliance is critical to managing environments effectively.

Neovera certifications and compliance:

- SAS-70 II (Statement on Auditing Standards 70 Type II)
- SSAE-16 II (Statement on Standards for Attestation Engagements 16 Type II)
- HIPAA (Health Insurance Portability & Accountability Act of 1996 Privacy & Security Rules)
- HITECH (Health Information Technology for Economic and Clinical Health Act)
- PCI (Payment Card Industry) Report on Compliance
- SOX (Sarbanes-Oxley Act)
- CIS (Center for Internet Security)

For a partner
committed to
your mission
critical systems,
trust the expertise
of Neovera.

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