



**COMARCH**  
INFRASTRUKTURA IT

MILLIONS OF USERS CONNECT TO US EVERYDAY

# COMARCH DATA CENTER

COMARCH

# Introduction



In today's business reality, the existence of an enterprise is heavily dependent on information technology. However, given the high costs associated with investing in a technical infrastructure, the implementation of an information technology system can be very expensive.

Comarch Data Center is an alternative for extending a business's resources. This solution allows customers to reap the benefits of using specially designed server space for data storage without the need of purchasing and constructing an expensive technical infrastructure.

# Data Processing and Storage Center

- ▶ Location of the IT infrastructure within a **safe and secure facility**.
- ▶ Already configured tele-information infrastructure, with connections to various telecommunications operators.
- ▶ Wide range of services offered – from server collocation to the entire outsourcing of equipment and administrative service delivery.
- ▶ **SLA** (Service Level Agreement) parameters guaranteeing a **high level of quality**.
- ▶ Comarch Data Center located in Cracow and Warsaw; they feature factory-new infrastructure as well as current guarantees and service agreements from suppliers (aggregate, UPS, airconditioning, fire-fighting system, access control).
- ▶ Additional services are available through the **outsourcing model**, including IT equipment servicing and the transfer of administrative duties.
- ▶ The collocation model provides clients with **access** to Comarch's professional Data Processing Center rather than an upgrade of their existing system.
- ▶ The hosting model enables clients to **reduce the initial costs** of establishing an IT project; the client saves the initial capital liability of purchasing the technical infrastructure, which is instead provided by Comarch.

## Benefits

### ECONOMIC

#### **REDUCTION OF COSTS THROUGH:**

- ▶ an increased focus on the primary business activity,
- ▶ an improved ability to control and limit operating costs,
- ▶ free up internal resources, which can be allocated to other activities,
- ▶ fixed fee service; contributing to the stability of an IT budget, decreased costs associated with infrastructure maintenance.

### SECURITY

#### **POWER SUPPLY:**

- ▶ UPS equipment and generators,
- ▶ independently protected, two-pronged electrical source ensures an uninterrupted power supply in the event of a power outage,

- ▶ all equipment is powered utilizing two independent phase circuits,
- ▶ constant monitoring of power supply systems – in the event of a malfunction, the fault is identified immediately and an alarm is raised.

#### **EQUIPMENT PROTECTION:**

- ▶ Air-conditioning and fire-fighting systems.

#### **MONITORING:**

- ▶ 24-hour monitoring of network and computer system operation – instantaneous identification and response to attempted security system breaches,
- ▶ The Data Center is located separately in a secured part of the building that is externally inaccessible and protected by an industrial TV system, movement detection system and a biometric verification (geometry palm scanner) access control system.

## **AVAILABILITY**

A continuous online presence is important for E-commerce companies which offer products and services via the Internet. Comarch Data Center was created to ensure continued and uninterrupted business operations. The connection between the Data Center and the customer's external network is guaranteed through safe and secure links with independent telecommunications operators.

Comarch offers clients two convenient Data Center locations in Cracow and Warsaw. Depending on the company's whereabouts, the client can request where they would prefer the IT system to be stored.

## **RELIABILITY**

The trusted reliability of the Comarch Data Center solution is the result of three factors: safety, availability, and scalability. We can confidently assure our customers that the solutions offered by Comarch are secure, dependable and appealing. Comarch's market position and certified trademark guarantees the company's stability.

## **SCALABILITY**

The high scalability of Comarch Data Center is assured through proper parameters:

### **LINKS**

Comarch Data Center can increase the capacity of links to a majority of independent telecommunications operators.

## **EQUIPMENT PLATFORM**

The Comarch Data Center server room is big enough to contain a large number of servers and peripheral equipment. Its construction was designed to allow for future development. Therefore, additional server infrastructure sub-groups can be added.

## **MASS MEMORY**

Comarch Data Center can also accommodate a client's growing volume of data by increasing the size of the system's mass memory.

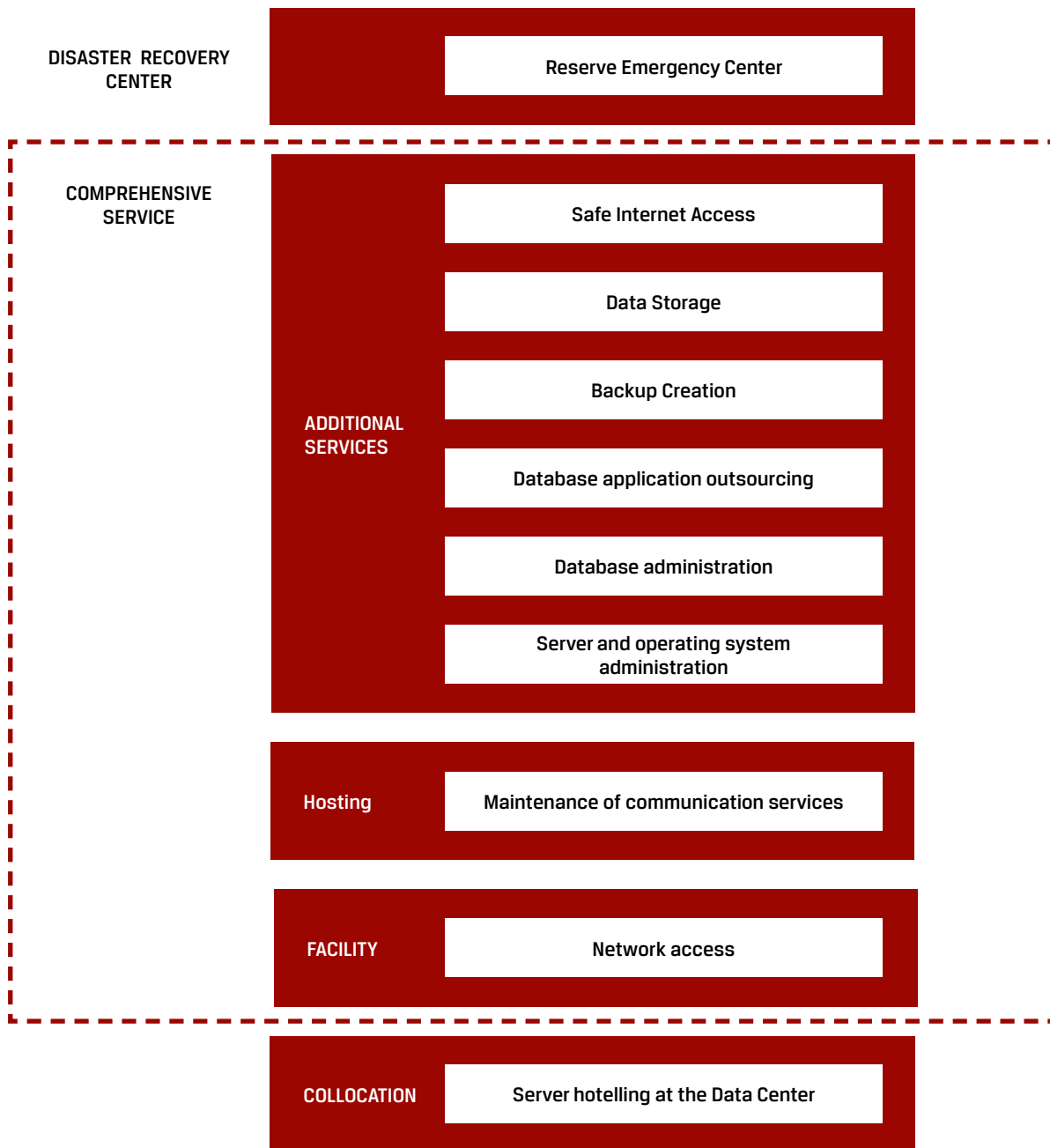


*Power switching station and UPS system*

# **Comarch Data Center Services**

Comarch Data Center is part of the outsourcing service package provided by Comarch. The service allows transference of the unrelated tasks of a customer's central business activity to an external

unit. Customers using Comarch Data Center can use any one of the groups of services described below.



*Comarch Data Center Services*

## **SERVER HOUSING**

Server housing (server hotelling) involves the insertion of a client's server into a designated space in the Comarch Data Center. The client invests in a server and rents server space and net infrastructure from the Comarch Data Center for a flat fee. Clients do not have to invest in the construction of their own infrastructure, nor train a group of specialists to be responsible for the configuration and administration of collocated equipment. This option enables clients to save money and budget expenditure through fixed monthly payments.

## **THE COLLOCATION SERVICE IS FOR COMPANIES WHO:**

- ▶ have multiple departments in different geographical locations,
- ▶ have employees working outside of the head office,
- ▶ use the Internet as a fundamental part of their business activity (Internet portals),
- ▶ are considering moving headquarters or changing information systems,
- ▶ are in the process of changing their business activity or business strategy,
- ▶ lack proper technical conditions for the installation of infrastructure on their own premises.

## **BENEFITS OF THE SERVER COLLOCATION SERVICE INCLUDE:**

- ▶ a ready-to-use infrastructure allowing immediate start-up,
- ▶ confirmed server location, regardless of the enterprise's potential growth,
- ▶ minimal capital investment which translates to a lower risk,
- ▶ guaranteed safety of the physical system,
- ▶ constant monitoring and supervision of the functionality of all collocated equipment (24-hours a day, 365 days a year).

## **HOSTING OF SERVERS AND APPLICATIONS**

The creation of an enterprise's own communication service is essential in cases where the Internet shares an equal amount of importance as traditional transfer centers. Comarch Data Center's infra-structure includes a hosting service providing a wide range of services including, WWW, e-mail, FTP and the management of a client's database applications.

All activities related to service support, from finding the right solution to the installation of equipment, are carried out by Comarch's engineers – the client's role is limited to outlining the specific needs of the business and receiving the uniquely designed solution. This approach means it is unnecessary for a client to own a server since all technical infrastructure elements are available on a rental basis. A fixed monthly fee is the only cost incurred. Furthermore, the ability exists for customers to divide their use of resources to further lower costs.

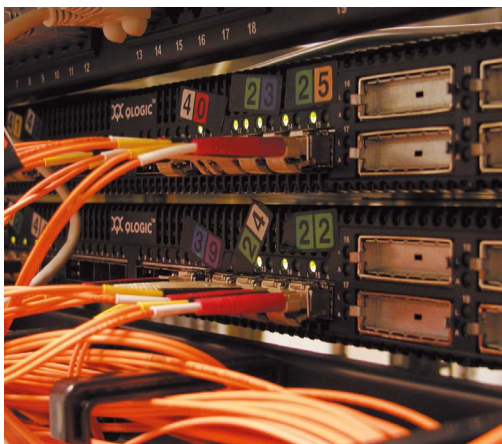
## **SOPHISTICATED SERVICES**

The Comarch Data Center offers clients a sophisticated solution that includes the use of equipment resources, links, server spaces and other informational infrastructure while eliminating the need to buy it. In order to satisfy our client's specific needs, Comarch guarantees equipment maintenance, administration and optimization of the client's database and applications as well as providing other supplementary services.

According to the principle "Do what you do best", Comarch excels at setting up entire IT departments for a client's enterprise. Clients are not required to purchase equipment or infrastructure resources. Comarch's engineers take responsibility for keeping the IT systems functioning optimally, leaving our clients to focus exclusively on their primary business activities.

## **SAFE INTERNET ACCESS**

Every Comarch Data Center client has access to Data Center resources via their own dedicated WAN network and telecommunications links. Alternatively, several clients can share the same link and net equipment. The client can also access a safe Internet connection, and thereby avoid the personal cost incurred by connecting to an Internet service provider. For those clients who already have personal access to the Internet, Comarch Data Center offers its resources via the Internet, with security provided by the VPN network.



*SAN network infrastructure*



*Air conditioning system*

## DISASTER RECOVERY CENTER

The aim of the Disaster Recovery Center (DRC) service is to safeguard a client's business in the event of potentially disruptive incidents that could affect the operation of its IT system. The DRC is linked to a reserve center, which assumes control of the pro-

duction environment in the event of such a situation. In addition to the Comarch Data Center, office space is also available on a temporary basis at the DRC.

# About Comarch

Comarch is an international software house and systems integrator that provides innovative IT solutions to the Telecommunications, Finance and Banking industries, Public Administration and the Services Sector. We offer solutions covering billing, ERP systems, IT security, CRM and sales support, electronic communication and business intelligence, in addition to outsourcing and consulting services. Comarch also offers a wide range of internally-developed, advanced IT solutions that cater to the specific needs of our customers. By delivering cutting-edge products, we help our clients gain a competitive advantage over their competitors. Comarch S.A. is a publicly listed company, quoted on the Warsaw Stock Exchange.

## ADVANTAGES OF COOPERATING WITH COMARCH

- ▶ **Competency** – excellent and qualified engineers and managers.
- ▶ **Experience** – 18 years on the market with 2000 clients from sectors including: telecommunications, finance and banking, public administration, trade and services; and 40000 clients from the Small and Medium Enterprise sector.
- ▶ **Stability** – supported by a solid reputation and worldwide operations.
- ▶ **Knowledge** – an extensive partnership program with system integrators and value-added software companies, including: Sun Microsystems, Hewlett-Packard, IBM, Cisco Systems, Checkpoint, Siemens, 3Com Corporation, etc.; also broad experience in outsourcing of services, including established global enterprises.
- ▶ **Development** – constant monitoring of solutions, costs and trends within the IT market

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Comarch is a leading Central European IT business solutions provider specializing in forging business relationships that maximize customer profitability while optimizing business and operational processes. Comarch's primary advantage lies in the vast domain of knowledge accumulated in and applied to our software products. These products incorporate highly sophisticated IT solutions for businesses in all vertical sectors. Comarch has a multinational network of offices employing over 3500 highly-experienced IT specialists in Europe, the Middle East and the Americas.

Comarch Spółka Akcyjna with its registered seat in Krakow at Aleja Jana Pawła II 39A, entered in the National Court Register kept by the District Court for Kraków-Śródmieście in Krakow, the 11th Commercial Division of the National Court Register under no. KRS 000057567. The share capital amounts to 7,960,596.00 zł. The share capital was fully paid. NIP 677-00-65-406

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