

# Is Your Hosting Provider Coming Up SHORT?



## THE CLOUD

### IT'S TIME TO DEMAND MORE.

Your hosting provider has a profound impact on the success of your deployment, performance, availability and more. That's why selecting the right partner is critical to a good long-term IT strategy for your organization.

### Make the Right Choice for You

Your IT systems are too important to trust to just any hosting provider. Symmetry's managed cloud services are delivered from our global cloud platform across five locations that feature disaster recovery, state-of-the-art monitoring and 99.999% uptime SLAs, self-healing at the storage, compute, security and network levels, a user portal, proactive monitoring of hosted environments and 24x7x365 support.

### Symmetry Platform Highlights:

**99.999%**

Platform Availability

**DEDICATED**

Account Management

**DISASTER  
RECOVERY**

Built-in Infrastructure  
Redundancy

**SELF  
SERVICE**

Resource Provisioning

**REAL-TIME**

Monitoring, Reporting  
and Analytics

**24x7x365**

Support Model

## Demand these four key factors when selecting a hosting provider:

### 1 EXPERIENCE

A hosting provider's track record with managing complex, mission-critical systems, should be the first order of consideration behind your selection process. It's important to know if you have someone backing you up when things go "bump in the night."

### COST 2

Different hosting providers take different approaches to their pricing structure in terms of what is included...and what is charged incrementally. It's important to understand your long-term needs, and how those map to the provider's service offerings and total costs.

### 3 SERVICE METHODOLOGY

When hosting complex enterprise applications, response delays and slow ticket resolution just won't cut it. Ensure you're getting "white glove service," so you can call the person assigned to your account, and receive assurance that issues are addressed ASAP – with regular updates on progress and resolution.

### HOSTING ENVIRONMENT TRANSPARENCY 4

Is hosting the foundation of your current provider's business or is it just an add-on? Every organization is unique and requirements change frequently. Private? Public? Hybrid? Your provider should work with you to build and develop a solution around your specific needs and long-term strategy.

at the end  
of the day...

**IS YOUR  
HOSTING  
PROVIDER  
COMING  
UP SHORT?**



We knew Symmetry's experience hosting SAP environments for multinational corporations meant they had bulletproof cloud hosting since system uptime for ERP systems is paramount, but we soon realized by the level of attention and service from their team that we'd found a true business partner and not just another cloud hosting company.



– Sandy McGee | Chief Operating Officer, Vrakas CPAs + Advisors

Ready to learn more about our  
hosting solutions? Speak with  
our experts today at:

**+1 888-796-2677**  
[www.SymmetryCorp.com](http://www.SymmetryCorp.com)  
[salesinfo@symmetrycorp.com](mailto:salesinfo@symmetrycorp.com)

