

# Open Source Application Hosting

Services designed to reduce TCO and maximize productivity for higher education.

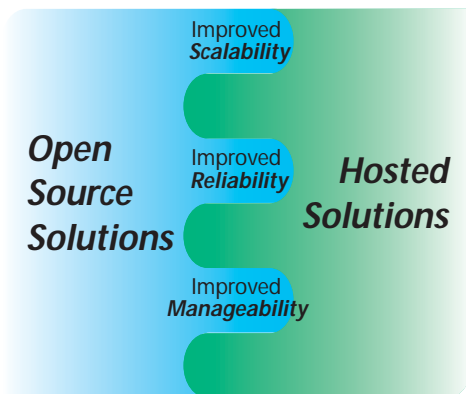
Institutions are selecting open source applications to reduce their costs and maintain productivity. Unicon's hosting services are designed to help IT departments have a choice in further reducing their overall total cost of ownership (TCO) by outsourcing the hosting of these applications.

## Turnkey Solution

Unicon delivers a turnkey solution to outsource the day-to-day management of either Sakai™ or Moodle™ open source learning management systems (LMSs) and the Zimbra™ email messaging and collaboration suite. When IT departments hand the everyday management of their applications to Unicon, they gain application expertise and reliability that is designed to keep the institution's mission-critical operations running smoothly.

Educational institutions have come to depend on Unicon's experience in managing and developing software systems. Our expertise is in improving performance, meeting growth through scalability, and tightening security that result in providing the reliability institutions and their constituents demand.

Institutions can use hosted instances for evaluation, pilots, development, and production.



# Unicon's Hosting Services for Sakai™, Moodle™, and Zimbra™

Unicon's hosting offerings include the hosting infrastructure and the management of an institution's hosted applications. The service is designed for an institution to have complete control over their data and be in a relationship that does not result in vendor lock-in. Unicon understands that the institution owns its data and has a choice of which platform to use in the management of that data. The ability for the institution to move their data to another software platform or determine when it is optimal to upgrade their current open source platform keeps the control in the hands of the institution. Unicon acts as a manager on the institution's behalf and realizes that it has to earn the privilege of keeping the relationship by providing excellent service.

## Application Management

Whether an institution selects the open source, feature-rich, Sakai or Moodle, learning management systems or the Zimbra Collaboration Suite, Unicon provides managed application services. The base offering focuses on application management, hosting and fully supports the community source code versions of the open source LMSs and the Zimbra Collaboration Suite (ZCS) Standard and Professional Network Editions.

## Facilities

Unicon partners with premier hosting partners to provide data center facilities which support internal applications, services, utilities, and network infrastructure all on dedicated servers or in a virtual environment. In addition, Unicon offers dedicated instances within a cloud environment to help reduce costs while providing ultimate flexibility. Unicon also offers a remote managed service for applications residing on the institution's hardware.

## Performance

Unicon will monitor and tune the applications to obtain peak performance. Performance services include: application maintenance cycle, system upgrades, minor software upgrades, scheduled maintenance, communicating upgrades and changes to the institution, and support of previous versions of Sakai, Moodle, and Zimbra.

## Support

Unicon's support for hosted applications gives IT departments peace of mind that the hosted Sakai, Moodle, and Zimbra applications are fully supported by an expert partner you can trust. The support for hosted applications consists of: System Administration support, Application support, and in the case of Sakai, the option of our Cooperative Development Program.

## Security

All processes and activities necessary to ensure safe performance of an institution's Sakai, Moodle, and Zimbra environments are included: specific application security, physical hardware security, and risk management. Unicon follows a regimented checklist for hardening all servers it deploys.

## Reporting

Quarterly reporting on the use of the application is assembled and delivered for educational and management purposes.

1760 East Pecos Road, Suite 432  
Gilbert, AZ 85295  
480.558.2400 Phone  
480.558.2320 Fax  
info@unicon.net  
www.unicon.net

Unicon, Inc. specializes in software consulting services including the delivery of technology solutions and support, systems integration, and software engineering. The company effectively uses open source frameworks, applications, and software to provide enterprise-level portal, collaboration, learning, messaging, and authentication solutions for higher education institutions worldwide.

Unicon is a Sakai Commercial Affiliate for the open source Collaboration and Learning Environment, a Jasig Partner and authorized Solutions Provider for both CAS and uPortal, and member of the Oracle Partner Network.

Features
<b>Application Management</b>
Application maintenance
Application update upon releases
Testing, bug, patch maintenance
Source version control
<b>Datacenter</b>
2 Full backups
12 Incremental backups
<b>Performance</b>
System upgrades
Software upgrades
Scheduled maintenance
Systems modifications
<b>Support</b>
System Administration support
Application support
<b>Security</b>
Secure boot process
Minimized software installed
Enforced quotas and limits
Increased logging and audit information
Regular application of security patch updates
Network-based intrusion detection and firewall rules
Firewall access control lists
<b>Reporting</b>
Metrics on application performance and response time
Monitoring response time tools
Monitoring application and database server CPU utilization

