



uberglobal
enterprise

CAPABILITY STATEMENT

WHO WE ARE

UberGlobal Enterprise is the dedicated government and enterprise business division of Australian web service provider, UberGlobal. UberGlobal was founded through the merger of a number of medium sized web hosting service providers in 2004. Retaining a strong power base of talented and experienced staff, and backed by a new economy of scale and executive team, UberGlobal became one of Australia's fastest growing web service providers. Together with business and consumer hosting, which is provided under the AussieHQ and Jumba brands, UberGlobal is one of Australia's largest hosting providers.

UberGlobal is Australian owned and enjoys a solid capital position. Well funded, our successful acquisition strategy is supporting continued growth and an increasing market share. Our commodity story, with over 100,000 hosting customers, has required us to invest in enterprise grade infrastructure and in engineering highly scalable solutions, dedicated monitoring and 24/7 support; bringing this to the enterprise market is a unique economy of scale.

UberGlobal Enterprise has emerged as a genuine influence in the provision of managed infrastructure, platform and software solutions for a variety of customers. Enterprise clients include:

Department of Climate Change

- climatechange.gov.au

National Portrait Gallery

- portrait.gov.au

Wesfarmers

- wesfarmers.com.au

Murray-Darling Basin Authority

- mdba.gov.au

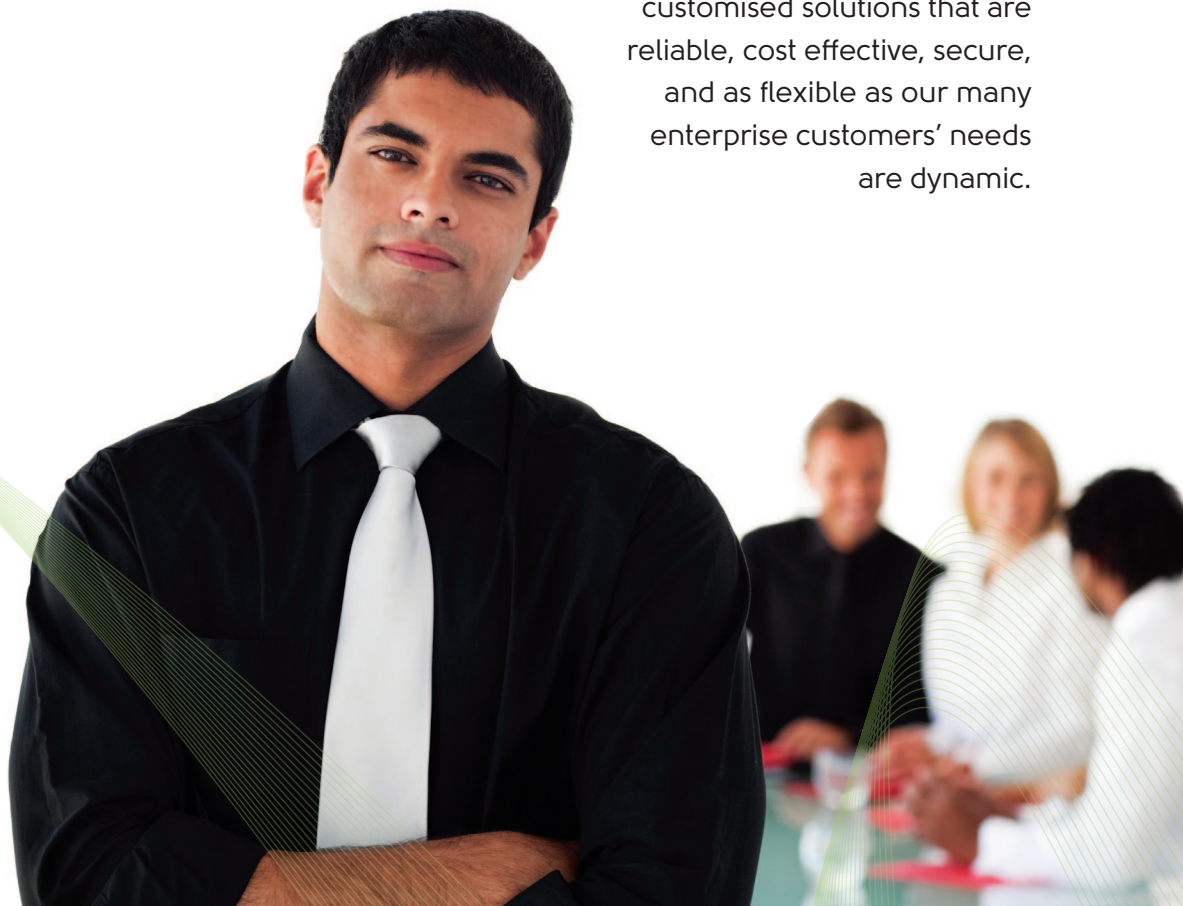
Royal Australian Air Force

- airforce.gov.au

My Hospitals

- myhospitals.gov.au

We offer highly scalable and customised solutions that are reliable, cost effective, secure, and as flexible as our many enterprise customers' needs are dynamic.



WHAT WE PROVIDE

Delivering the entire IT value chain as a service, UberGlobal Enterprise offers reliability, technology and security through managed infrastructure, platform and software responses for clients seeking enterprise grade solutions.

The 'cloud', put simply, can be defined as virtual services over the Internet and/or private networks. The services and applications provided to end users from within the cloud are managed. Our capability comes from being a Managed Service Provider (MSP) with one of the most sophisticated technology platforms currently available from within Australia. Our capability platform includes:

- a geographically diverse infrastructure across locations in Sydney and Canberra: this fully redundant network architecture gives the option of no single point of failure
- 24/7 support from a National Operations Centre located in Canberra
- Dedicated Server Environments: for increased security, performance, flexibility and capability
- load balancing within each of, and across, the data centres to provide for maximum availability, scalability and performance
- the ideal security environment to meet your needs: Secure Internet Gateway (SIG), intrusion prevention and intrusion detection systems (IPS and IDS), 'best of breed' managed firewall configurations, and anti spam and antivirus solutions
- managed storage solutions: for the complex and growing needs of critical business applications, email and data archiving, disaster recovery, and meeting the regulatory and compliance requirements for business continuity
- dedicated technical account management: our 24/7 support is backed by your own highly trained and experienced, technically savvy account manager working in partnership with an executive account manager.

UberGlobal Enterprise provides fully scalable, reliable and secure solutions in the areas of:

- **INFRASTRUCTURE AS A SERVICE (IaaS)**
Involves outsourcing the burden of expense, equipment and space used to support an organisation's operations, including storage, hardware, servers, networking components and data centre facilities; delivering enhanced infrastructure functionality for connected networks.
- **PLATFORM AS A SERVICE (PaaS)**
Allows for development, testing, deployment and hosting of sophisticated services, available on demand. It typically includes a solution stack and computing platform delivered as a service without the cost and complexity of buying and managing the underlying hardware and software layers.
- **SOFTWARE AS A SERVICE (SaaS)**
Enables the provision of all software applications as a fully managed service to support your business requirements from a hosted environment incorporating your PaaS and IaaS requirements.
- **BUSINESS CONTINUITY AND DISASTER RECOVERY**
With rapid response times for data recovery and offsite storage, archiving and backup across two data centres, continuity of business services is assured even during a system failure, recovering to earlier known states of applications in the event of data corruption, no matter the cause.

Cloud computing has fundamentally transformed the economic and technological landscape of IT solutions in Australia.

- Our capability includes the design and deployment of large, complex managed hosting solutions for 50+ servers. These solutions generally include geographically redundant hosting environments, multiple security zones and public/private cloud hybrid models – all within the range of uber Enterprise services.
- We specialise in providing managed end-to-end business platform solutions for both Microsoft and Linux systems, including licensing and application support.
- To remove the cost and complexity of managing multiple suppliers, uber can provide genuine end-to-end solutions with fully managed database services for Microsoft SQL and Oracle
- Our public and private cloud platforms offer the ideal environment for both .NET and Java applications.
- Included in our range of capabilities are managed caching and streaming services using industry-leading technologies, with uber Content Delivery Network (CDN) services available soon.

WHY CHOOSE UBERGLOBAL ENTERPRISE

A highly capable and proven industry leader, UberGlobal Enterprise is uniquely positioned to meet the dynamic and ever growing challenges of delivering IT solutions for your organisations needs.

A number of service providers offer high end solutions. What sets uber enterprise apart is:

- We are Australia's third largest web service provider by market share
- We are the only provider of dual site infrastructure with the capability to run in Active/Active configuration between Canberra and Sydney, as opposed to Active/Standby
- The distance between our data centres provides 200km+ dual site redundancy, as favoured by Federal Government disaster contingency planning, and can again be provided in Active/Active configuration for securing total business continuity
- IPv6 is fully deployed across our hosting infrastructure enabling the deployment of IPv6 and IPv4 applications. All government agencies and corporate businesses will need to support IPv6 traffic in the near future
- We have an established reputation as an industry leader and count ASX50 companies, major Australian Federal Government agencies, and international marketing firms amongst our customers
- We offer highest quality Australian based customer service through our 24/7 national operations centre in Canberra
- We are continually reinvesting in state-of-the-art technology within our infrastructure, ensuring innovation, currency and brute force via our continual investments in storage, compute and networking capability.

Choosing UberGlobal Enterprise as your managed service provider simplifies management and costs associated with hardware depreciation, renewal, maintenance, support and resourcing. Further benefits include:

- **Value** – Your Total Cost of Ownership (TCO) is significantly reduced without impacting your ability to maintain currency in the evolving online realm.
- **Agility** – You benefit from our capability to deliver a rapid and inexpensive response to your changing needs.
- **Focus** – With virtualisation technology and service in place, you can concentrate on core business, strategy and service.
- **Leverage** – Gain the full advantage of our enterprise platform capability, on demand, to meet your organisation's IT needs.

With over 100,000 hosting customers, we continually invest in enterprise grade infrastructure and in engineering highly scalable solutions, dedicated monitoring and 24/7 support.

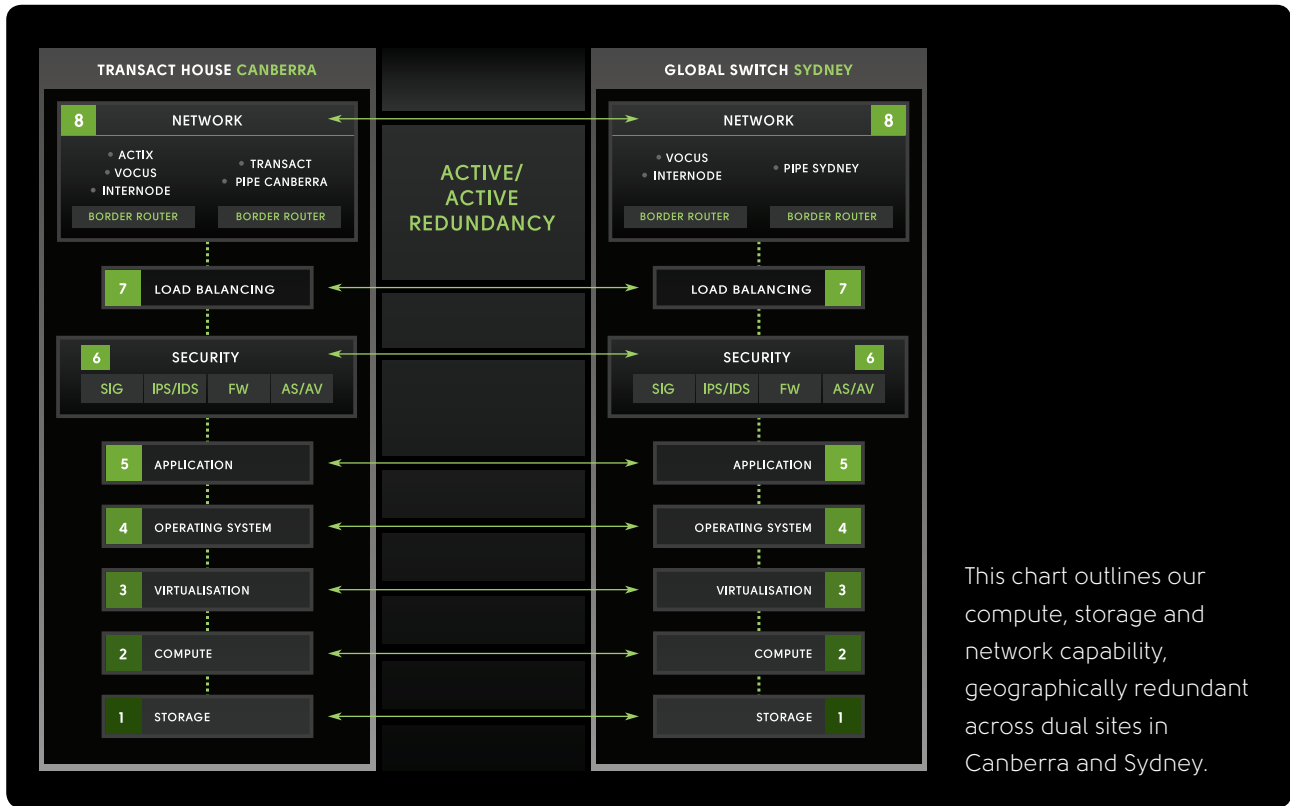
Features of our platform and managed service capability extend to:

- **Reliability** – UberGlobal Enterprise offers full geographical redundancy across storage, compute, network and location with active monitoring 24/7.
- **Security** – UberGlobal Enterprise is able to deploy solutions within a Defence Signals Directorate (DSD) Certified SIG environment. The SIG includes full deployment of high availability Active/Active technology at all levels, including multiple redundant Internet connections; high capacity, private, encrypted inter-site interconnects; and redundant infrastructure including routers and firewalls with integrated Intrusion Prevention Systems (IPS).
- **Dedicated Account Management** – Monitoring, maintenance and 24/7 support is backed by dedicated Technical Account Managers: giving our enterprise customers a single point of contact for solution engineering and support.
- **Scalability** – You are able to scale requirements up or down as the need arises. Peak loads and additional applications are easily catered for.
- **Flexibility** – Almost any traditional application can now be delivered through the cloud via our IaaS deployments.



WHAT IS OUR CAPABILITY

With managed services, our infrastructure and network capability provides the platform for everything.



This chart outlines our compute, storage and network capability, geographically redundant across dual sites in Canberra and Sydney.

1 & 2. Data storage and Compute forms the foundation layer of our capability and we are able to synchronise between Canberra and Sydney to meet highly scalable volumes and high performance mission critical requirements. UberGlobal Enterprise offers high end, enterprise tier 1 storage as part of its service offering. The storage system is designed, monitored and tuned for highly virtualised and massively parallel data workloads. The storage system offers unmatched performance, function, self-healing and tuning capabilities. The platform is capable of meeting any and every unique workload.

3. Across the storage and compute platform we can provide Infrastructure as a Service (IaaS) with or without virtualisation. Where virtualisation is an option we would recommend it and hence we have used virtualisation from VMware, Microsoft, Citrix and Parallels.

4 & 5. UberGlobal Enterprise is able to install and support all operating systems which enables the ability to migrate any application into our cloud environment without modification.

6. Security, paramount to any good IT system, is able to be layered and tailored across your application technology suite to provide the ideal environment to meet your needs.

Our security capability has our Secure Internet Gateway (SIG) at its core, which includes intrusion prevention systems (IPS), 'best of breed' managed firewalls approved for Federal Government use, event correlation monitoring and response, and anti-spam and anti-virus systems.

7. Load balancing is at the core of our highly available, geographical redundant capability. Utilising Server Load Balancing (SLB) we're able to load balance any application within either our Canberra or Sydney sites. We can also utilise Global Server Load Balancing (GSLB) to load balance across both our Canberra and Sydney data centres, providing for maximum availability, scalability and performance. Load balancing combined with our cloud environment provides the foundation upon which to flexibly scale up and down content delivery in accordance with our client's changing business requirements.

8. Our locations are connected via dedicated fibre and each site is connected to the internet via multiple service providers. Additionally, IPv6 is now fully deployed across our hosting infrastructure. All government agencies and Enterprise businesses will need to support IPv6 traffic in the near future.

WHAT IS OUR SECURITY CAPABILITY

UberGlobal Enterprise provides our clients tailored security in accordance with individual risk mitigation requirements. We have deployed a SIG fully compliant with the requirements of the Federal Government's Information Security Manual (ISM). The gateway has undergone independent Infosec-Registered Assessor Program (IRAP) assessment against the ISM requirements to the PROTECTED and RESTRICTED levels. UberGlobal Enterprise's SIG has also met United Nations IT security guidelines.

The gateway is hosted in ASIO T4 compliant data centres and supported by security vetted personnel. The gateway is built from Common Criteria evaluated products, and Enterprise firewalling technology to defeat network-based attacks, intrusion prevention technology to defeat data-based attacks, and event correlation to identify and defeat complex and blended attacks.

The gateway includes full deployment of high availability Active/Active technology at all levels, including multiple redundant internet connections; high capacity, private, encrypted inter-site interconnects; redundant infrastructure including routers, and firewalls with integrated Intrusion Prevention Systems (IPS).

UberGlobal Enterprise's SIG technology includes firewalls with integrated IPS modules which have the required assurance to protect Australian Government and enterprise clients' information networks from security threats. These firewalls are deployed in highly available pairs so all clients have full redundancy within their security solution. These firewalls are integrated into centralised monitoring and management networks which include correlation of network events from security logging. This provides comprehensive security coverage for even the most risk averse requirements.

Additional security services available within our SIG include

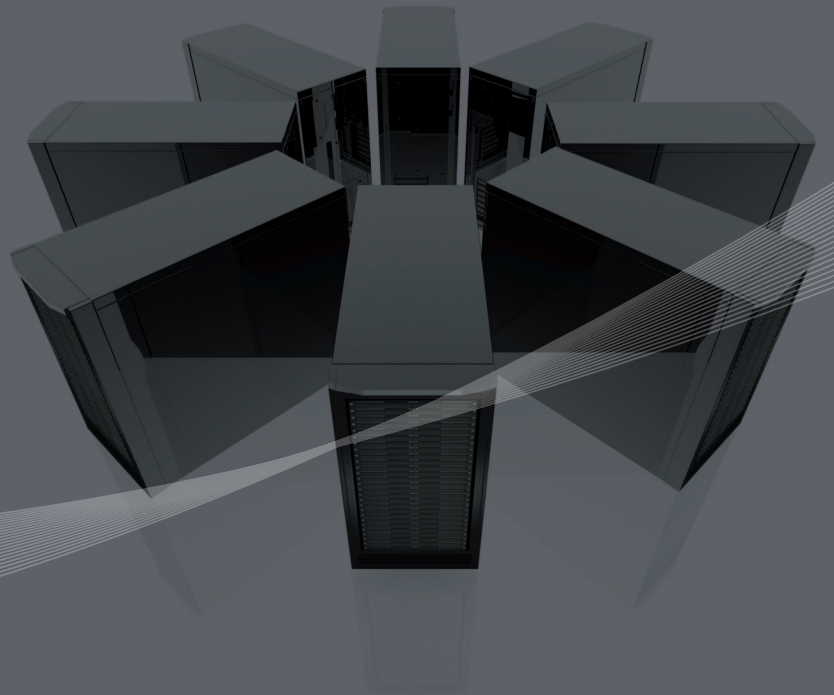
- Virtual Private Networks (VPN) with the option of encryption suitable for government use.
- 'Best of breed' anti-spam, anti-virus and content filtering services capable of processing high volumes of traffic.
- File integrity checking of servers
- Security hardening of servers

Our SIG is supported by permanent staff holding current Department of Defence security clearances.

HOW TO CONTACT US

National Sales Team

To request a call back form one of our enterprise sales consultants please email your contact details through to sales@uberenterprise.com.au



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With the Cloud fundamentally transforming the economic and technological landscape of IT solutions in Australia, now is the time to partner with UberGlobal Enterprise.

uberglobal
always ahead