

GENEVA HOSTED

generic
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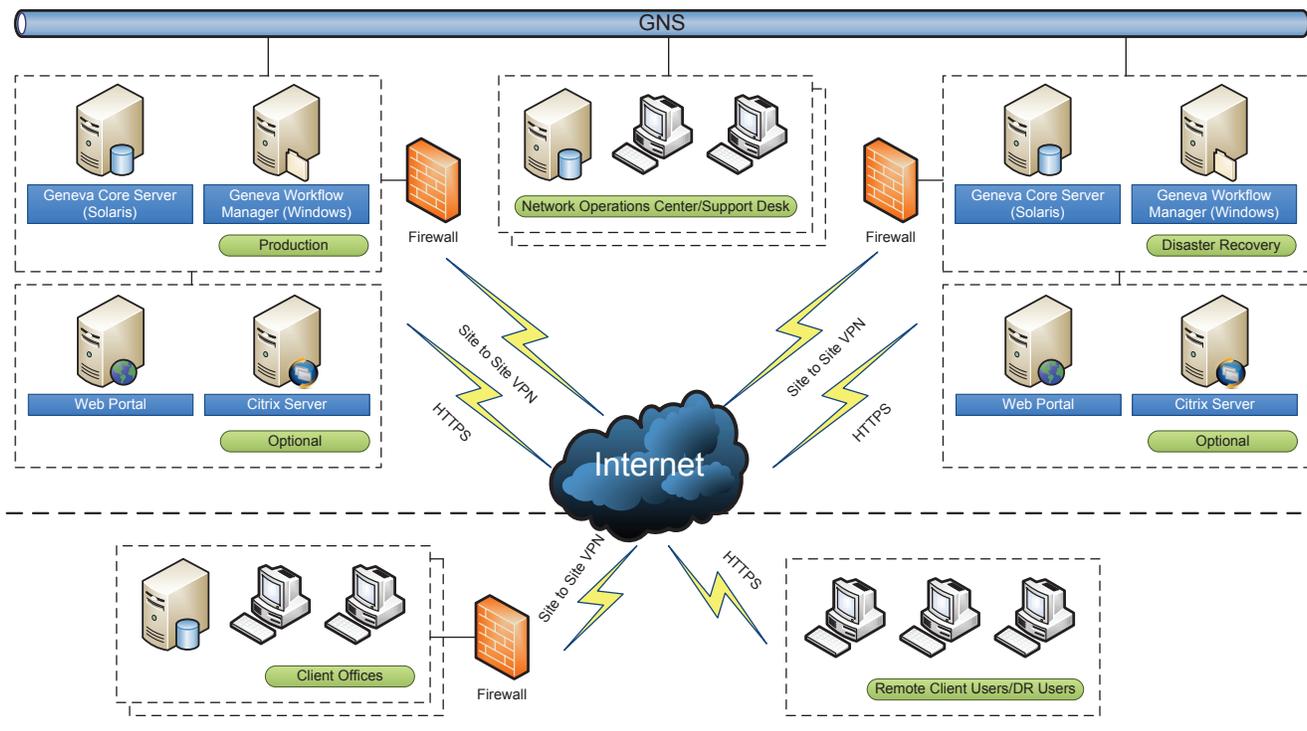
Geneva Hosted is a fully hosted and managed implementation of Advent's Geneva portfolio management system from Generic Network Systems LLC, GNS. We created **Geneva Hosted** to allow clients to get all the benefits of using Geneva without the need for costly and complex infrastructure.

Geneva Hosted is much more than traditional server hosting; we have added a wide variety of layered services to deliver a truly comprehensive package. Your Users access the application from their desktops, but all of the server hardware, software, support tasks, and integration services are handled by GNS at our facilities - Fully Supported, 24 * 7.

We manage the installation process, help tailor it to your environment, and then integrate it with the rest of your business processes. We will continue to work with you to provide day-to-day support and take full responsibility for the entire computing infrastructure at our secure facilities.

GNS is a registered Advent Premier Managed Services and Hosting Provider.

GNS GENEVA HOSTING



Geneva Hosted lets you focus on what you do best — run your business and increase your client base. It features:

- Infrastructure and Operations Savings
- A Worry-free, Flat-fee Cost Structure
- Secure Offsite Hosting Facilities
- A Comprehensive Disaster Recovery Solution
- An Optional Integrated Client Web Portal
- A Variety of Connection Options that include VPN or Citrix

Geneva Hosted delivers better service and support, at a fraction of the price of an in-house implementation.

We will supply all of the hardware, the networking infrastructure, and the necessary integration services. You pay for our service on a flat-fee monthly schedule. You don't own or maintain any equipment, just the Geneva license and your data, everything else is owned and managed by us.

The core Geneva database runs on the Unix-based operating system, Solaris, while the Geneva application server runs under Windows. Even large funds, with substantial IT infrastructure lack the in-house, skilled UNIX systems personnel and Geneva application experts to administer these systems properly. Most of the GNS support staff have been working with UNIX for over 15 years, and Geneva for over 5. Our experts maintain everything: the network, the hardware, the operating system and the application.

Our **Geneva Hosted** solution is comparable to an expert systems group and powerful server environment - all at a fraction of the cost of a single in-house staff member. With **Geneva Hosted**, you get access to a team of professionals who can handle any question (24x7) or resolve any issue immediately, and you don't need to purchase any hardware.

SINGLE POINT OF CONTACT, FLAT-FEES

GNS will be the first line of support for any question with your Geneva implementation. As part of our service GNS will take ownership of any Geneva issue you may encounter. The GNS service completely covers the hardware, operating system, application operation, and network connectivity for your implementation. We will handle most day to day support issues ourselves. If you need to contact Advent support, GNS will open a ticket, and manage the process to a complete resolution.

If you are doing new development with outside consultants, or internal staff we will facilitate and support the work. GNS has an excellent relationship with Advent Professional Services and all the major third party consulting companies. We have common clients with all of them, and work together on a day to day basis at sites all over the world.

SECURE HOSTING FACILITIES

Geneva Hosted servers are located in Carrier Grade collocation facilities. All of these facilities feature 24x7 manned security services, battery and diesel-based backup power, SAS70 security certification, and multiple carrier high speed data connections. These types of facilities are orders of magnitude more reliable than anything that can be set-up in a traditional office environment.

DISASTER RECOVERY

The GNS high availability disaster recovery services make it easy to protect your Geneva investment from natural disasters. A standard Geneva Hosted implementation includes a full disaster recovery instance of the system in a separate facility over 100 miles away. Data is automatically replicated from the primary to the disaster recovery instance in real time.

GNS will work with you to integrate the disaster recovery instance of your Geneva system into your firm-wide business continuity plan. We will configure the necessary connections to your disaster recovery site, or provide remote login capability for users to access the system from a temporary location.

ADDITIONAL SERVICES

In addition to Geneva, GNS hosts a variety of other applications, and provides other services. We often host our client's partnership accounting, reconciliation, and OMS system along with Geneva. Some clients have decided to move their entire disaster recovery, and even production desktops to a GNS hosted environment.

Our management service provides one-stop-shopping for all of a client's IT needs. Ask us how we can provide all of your IT support needs including servers, desktops, and networking.

CITRIX SUPPORT

Instead of running the Geneva desktop application directly on their workstations, many clients select a Citrix hosted implementation.

In a Citrix implementation of Geneva Hosted your users will only run the Citrix application on their desktops, the actual Geneva desktop will run on servers in our secure facilities.

The use of Citrix reduces the amount of software that must be loaded and maintained on your workstations, provides bandwidth savings, and reduces work for upgrades. GNS will help you decide if a Citrix implementation makes sense for you.

With Citrix your users can access the system from a remote location outside of your offices, and can even access it via a web browser. This provides a very simple and effective disaster recovery option.

INTEGRATED CLIENT WEB PORTAL

Whether you are a mini prime, a fund administrator or a hedge fund, your clients expect top-notch customer service. Geneva Hosted delivers on this need. An optional integrated client web portal helps you provide your clients with the high-level of customer care they've come to expect.

About GNS

Generic Network Systems, LLC is one of the premier UNIX managed services and hosting companies for investment management firms in the United States. For over 10 years we have been providing expert system administration services to financial firms, along with in-depth expertise in network design and application support. We now manage servers all over the world.

Every member of the GNS team is an expert and can handle any systems issue. When service is required clients can be sure they are getting very best guidance and support. When equipment is under our management, we take full responsibility for it. In almost all cases the engineer who first responds to an alert or call from a client will handle the entire issue from start to finish quickly and efficiently.

The focus of our business is customer service and every client is a reference account. GNS guarantees to provide the absolutely best service available and we are so confident in our service level that a typical hosting contract with us carries a 60 day no questions asked cancellation clause. GNS prides itself on it's commitment to customers and has a client retention rate that is second to none.

The core philosophy of our service is to engineer out system problems by doing an extremely comprehensive and meticulous initial set-up and configuration of systems and applications. This is coupled with best-of-breed monitoring system that looks after every part of a client's environment.

Because we have a direct connection to every server under management, we can diagnose and begin work on almost any issue immediately. In many cases our technicians will know about problems before end users, and they are usually corrected in just a few minutes.

We utilize extensive automation to achieve the very best support possible, ensuring that service is fraction of the cost of in-house personnel or an on-site consultant and yet far exceeds that of the competition.

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