



ECC SOLUTIONS PROFILE

www.eccsolutions.net



ECC Solutions
Experience Reliability

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About Us

ECC was established in 2001, with the idea of building a world-class data center. The purpose behind this venture was to capture the higher end of the value chain in the Information Technology. It was designed and built to provide a range of integrated, scalable Data Outsourcing, professional services and application management services that can be deployed in a cost-effective and rapid manner. In 2001 ECC took the initiative to grab the pioneer edge of presenting the outsourcing concept to the Egyptian IT market. Currently, ECC provides IT outsourcing services including Turn-Key business and alternate site recovery Solutions, focusing on enhanced management services that allow it to meet the expanding set of customer needs as Data Applications become more complex.



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**ECC provides the
ISO 27001, ISO
9001 & PCI DSS
certified physical
environment**

necessary to ensure a
businesses presence 24 hours a
day, 7 days a week.



Technology

The data center was built using Hewlett Packard (HP) technology. With strong commitment from ECC major Shareholders (National Telecommunication Corporation (NTC), Egyptian Company for Networks (EgyNet) and Commercial International Investment Company (CIIC)) and an allocated investment of US\$ 25 million for the deployment of the first phase of the project, ECC compares favorably to other data centers in the Middle East and Africa by specializing in deploying and managing dedicated, mission critical IT applications.

ECC was built to support multiple fault domains. Currently ECC has 2 fault domains one is fully utilized while the other is ready to operate

In 2006, ECC has expanded its relations & partnerships with all major Multinational IT firms to have the flexibility of providing wide range of IT services to its clients not only inside but outside our premises.

ECC introduces tailored infrastructure packages to satisfy the different hosting needs of the Egyptian IT market whether through collocating or freshly designing and building IT platforms from scratch and finally invaded the virtualization world by providing a multi-platform virtual environment utilizing the world-class infrastructure, technical experts and partnerships.





Managed Dedicated & Co-Located **Hosting**

Managed dedicated hosting

Get the satisfaction of fully managed leased solution tailor made to fit your business. Choose from a variety of platforms and services to manage your Business.

ECC's dedicated server options provide solutions for business with needs that range from entry-level to complex online business. These options are ideal for customers who want cost-effective, high performance dedicated hosting solutions with the core managed services needed to support common web hosting functions and applications. Dedicated hosting solutions are available as pre-engineered packages or self-configured dedicated hosting solutions.

ECC Customers are offered either to design their own unique environments from the standard list of products and services or select from ECC's pre-engineered hosting bundles. All solutions come with our essential support package to ensure smooth continuous operation of your solution.

ECC Solutions Hosting “No More Theory”:

- ✓ NO MORE taking on everything, just to keep the control of your core business applications will be distracted by the readable content.
- ✓ NO MORE buying hardware that depreciates and quickly becomes obsolete.
- ✓ NO MORE rushing to colocation facilities to troubleshoot hardware or network failures.
- ✓ NO MORE hidden costs or variable overage fees.
- ✓ NO MORE worrying about your data center space or security.
- ✓ NO MORE sketchy service level agreements.



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Managed Collocation Hosting

Collocate your servers with the true regional leader in data center facilities. ECC Solutions Data Center provides a state-of-the-art solution that enables you to garner the benefits of our world-class Data Center, network, and support services instead of investing in additional overheads associated with maintaining your own facility and support. The high-powered networks are built for mission critical applications.

**Got your own servers?
Need a place to connect them?
Need security, network strength and reliability?**



ECC Data Center Key Features:

- Two diversely routed power supplies.
- External roof rainwater drainage.
- Remote underground fuel tanks to supply the emergency N+1 generators. The capacity of the fuel tanks is to allow full load, twenty-four hours operation of the N+1 generators for 12 days before refueling.
- External lighting (sodium /halogen) to a minimum of 20 lux for the building's immediate surroundings.
- 24x7x365 on-site tech support.
- Escort Only service.
- Real-time Intrusion Detection System.
- 24 X 7 monitoring and building management system.
- Different physical security zones with proximity / biometric access control.
- 24 X 7 intruder alarm system to monitor all external doors and business areas. The system detects movement and attempts to force entry and configured to allow multi-zone setting.
- CCTV with full recording and simultaneous playback facilities to monitor all building external elevations, the overall site in general, reception, core lobby and main access corridors together with each computer room.
- Fire & Smoke Detection Systems.
- Gaseous based FM 200 fire suppression systems.
- Fire resisting doors and fire rated timber doors.
- Humidity, ventilation and air conditioning system, providing environment protected from the ingress of dust and contamination.
- Internal multiple UPS (redundant 200 KVA UPS's) and roof mounted mechanical services at high level to facilitate optimum functionality and security.
- STM 16 connection capacity to different telecom exchanges to provide redundant high- speed connections and the possibility to cope with future requirements.
- Multi- layered network security for each application and customer, comprising the world leading security brands.
- 99.95 % Network uptime guaranteed.
- State-of-the-art environment (N+1) HVAC system.



VIRTUAL PRIVATE SERVERS(VPS)

ECC Data Center Key Features:

- You want efficiency and Cost Reduction with scalability.
- If you want to add or reduce resources like storage, bandwidth, RAM etc.
- You want better privacy and performance.
- Easy backup, data recovery and security.
- Service oriented deliverables (Fast deployment & 24 x 7 support)
- Regular upgrades without the downtime
- Better secured data storage



SCALABILITY

Our VPS platform is designed to host projects of any scale and size can scale easily with your business. Add more resources (such as storage and memory) as and when you require it.



BLAZING FAST PERFORMANCE

Whether you are hosting a simple website or running complex database applications, all our VPS are powered by enterprise hardware, software and network technologies, which means your applications benefit from blazing fast performance.



FLEXIBILITY

Microsoft or VMWare hypervisor? Any operating system? All network providers? Our VPS solutions have no boundaries.



%99.98 UPTIME GUARANTEED

Our service is designed to be super-reliable, secured and redundant through extensive pro-active monitoring and enhancement.



AFFORDABILITY

Dedicated setup is so expensive? High initial investment is required? No problem, our VPS hosting solutions are extremely affordable. blanditiis praesentium in voluptatum deleniti.



HIGH-LEVEL SECURITY

Our hardware platform is hosted in a ISO 27001, ISO 9001 & PCI DSS-certified data centre protected with a high-end latest security technologies.

WHY VIRTUAL PRIVATE SERVERS

ECC provides a VPS hosting solution that is fully manageable, scalable and flexible, this provides a complete control over the hosted solution, right down to the fine details.

All our offerings come with transparent all-inclusive pricing, is based on resilient, latest technology infrastructure and our support team is available 24x7.



OPERATING SYSTEM TECHNOLOGY

ECC can provide all the expertise in Microsoft, Red Hat and AIX infrastructure requirements including consultancy on security, performance and availability to deliver a compelling and competitive return, to help move your business up.

Key Services



Installation & Deployment

DISASTER RECOVERY YOU CAN RELY ON

ECC specialize in providing Disaster Recovery (DR) and Business Recovery (BR) solutions to fit any or all areas of Operating Systems landscape. So whether you're looking to prevent potential problems – or recover immediately from an actual occurrence ECC can provide all the know-how and resource you'll need.

From software-based tools to enterprise-resilient designs – including Log shipping (both enterprise and ad-hoc), ECC can provide everything it takes to protect our clients' technology, businesses and budgets, allowing you the time (and peace of mind) to focus on what you do best.

High Availability that's Always On...

With ECC's extensive experience of enhancing OS applications, ECC teams are expert in ensuring the implementation of a high-availability platform for operating systems using the following technologies:

- Replication and Clustering, including third-party tools
- Client redirection

Whichever version you're using, with ECC as your OS service provider, all requirements, expectations and budgets will always be met.



High Availability/Always-on to improve performance while lowering costs



Effective DR Plans to fit within your budget and meet all service levels



Security including a comprehensive Security Vulnerability Audit and Penetration Testing



Security that recognizes the unique threats to Microsoft software

ECC provides a range of security services, including a comprehensive Security Vulnerability Audit and Penetration Testing plus Security Patch Implementation to protect your entire server infrastructure.

Healthchecks to ensure the ongoing fitness of your Operating System state

Comprehensive Health checks are designed to assess the installation of operating systems software, including service packs and hot fixes. Plus ECC's wide experience have proven, reliable methods and scripts to take care of daily fragmentation.



Performance Tuning & Healthchecks transformed from an art into a science to guarantee optimal performance

OS Services Methodology:

- ✓ **24*7 Proactive Support:**
 - Proactive monitoring/alerting
 - Superior audit/reporting
 - Visibility/control
 - SLA-focused ITIL service desk
- ✓ **Enterprise Monitoring and Alerting:**
 - Used across all ECC services
 - Custom alerts/plugin-ins
 - Exceptional proactive response
- ✓ **Operating System:**
 - Installation & Configuration
 - Administration
 - Licensing
 - Continued compliance and optimization
 - Automated build services



DATA MANAGEMENT TECHNOLOGY

Our team of Oracle, Microsoft SQL, MYSQL and Mongo professionals can take care of all your database project requirements, including installations, upgrades, development and customizations. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

Key Services:

- High Availability, Grid & Clusters to improve performance while lowering costs
- Effective DR Plans to fit within your budget and meet your service levels
- Guaranteed Optimized Performance based on tuning that we've transformed from an art into a science
- Security Services including a comprehensive security vulnerability audit, penetration testing, and critical patch update implementation
- Database & Server Healthchecks provide comprehensive analysis of your databases and servers for existing and potential high-risk problems
- Database Installation, Upgrade & Design balancing cost, availability, performance, scalability, security and manageability to meet your service level goals
- License Optimization & Management to ensure compliance and save your time and money



OUR MISSION: LOW-COST HIGH AVAILABILITY

At ECC, we consider poor system performance to be downtime. That's why we've transformed the 'art' of performance-tuning into a science guaranteeing you an optimized, high availability system to meet your service levels. But not at any price. In fact, we see to it that our clients lower their costs at the same time.

DISASTER RECOVERY YOU CAN RELY ON

A DR plan is central to most organizations' corporate governance plans, but more than that – it's essential for your peace of mind. But only if it's effective. At ECC we'll design and implement one for you that fits your budget, meets your service levels and works perfectly.

WATERTIGHT SECURITY

As the boundaries between networks have become less defined and web applications provide direct routes through firewalls into backend databases, the need to implement Database Security has never been greater. That's why ECC provide a range of security services, including comprehensive security vulnerability audit, penetration testing and critical patch update implementation, to ensure the safety of your database environment.



EFFECTIVE HEALTHCHECKS TO KNOW WHERE YOU STAND

Our comprehensive Healthchecks analyze your database and server for existing and potential high-risk problems. The reports produced also highlight achievable performance gains and administrative improvements, along with recommendations covering structure and performance, allowing DBAs to easily rectify problems and carry out improvements.

WORLD-CLASS SUPPORT

We take a pre-emptive stance towards support. That's why ECC offer SLA-driven, flexible, proactive services and exceptional deliverables, plus access to experienced bespoke data management functional consultants, DBAs, developers and system administrators. We can provide this both remotely via our ITIL service desk and onsite, as needed.

PAIN-FREE INSTALLATION, UPGRADE AND DESIGN

ECC has a long-standing experience in designing, deploying, upgrading and supporting database architectures. This depth of experience allows ECC to balance cost, availability, performance, scalability, security and manageability to meet all your service level goals.

DATA MANAGEMENT METHODOLOGY

- Unprecedented Visibility & Control of Oracle estate/entire IT infrastructure
- Service-Level Driven, 24*7 proactive managed services via ITIL service desk
- APPS direct – for support off all your Oracle applications including E-Business Suite functional issues and customizations
- DBA direct – DBA support service with 24*7 option Direct – OS support for UNIX/Linux/Microsoft
- SECURITY direct – includes comprehensive security vulnerability audit, penetration testing, and critical patch update implementation to deliver hardened IT environment
- DBA Consultancy including DB upgrades, cloning, patching, reorganizations, backup and recovery
- Performance Tuning – server, database, SQL and E-Business Suite stack
- Data Warehouse development and support
- System architecture including advice, planning, storage expertise and disaster recovery
- Database Installation, Upgrade & Design balancing cost, availability, performance, scalability, security and manageability to meet your service level goals
- Effective DR Plans to fit within your budget and meet your service levels
- Guaranteed Optimized Performance based on tuning that we've transformed from an art into a science
- High Availability, Grid, Standby & Clusters to improve performance while lowering costs



Network Technology

ECC Network team professionals can take care of all your network infrastructure requirements, including implementation, configuration, management and upgrades.



ON-SITE CONSULTANCY

ECC offers a full Network On-Site Consulting Service that covers any network aspect from start to finish. Our experienced Network Consultants & certified Engineers can support to fix any urgent problems you may be experiencing or meet with management/IT staff to discuss the most efficient and cost effective ways to implement necessary changes to your infrastructure. Examples of just some of the services:

- Network management
- Network implementation • IOS upgrades
- Software upgrades
- Hardware upgrades

REMOTE CONSULTING

ECC offers remote network Consultancy Services which can give customers access to Experts 24hours a day 7days a week. The majority of network problems can be solved off site, a far more cost effective solution than site visits, and we offer flexible payment options that range from prepaid hourly units to short term service contracts that won't tie you into services for extended periods of time. Our certified Support Consultants can be contacted by phone or email and they are able to remotely login to your network so as to solve a wide range of issues including:

- Device configuration
- Configuration verification • Functionality testing
- Troubleshooting

KEY SERVICES

- On-site consultancy
- Remote consultancy
- Guaranteed Optimized Performance based on tuning that we've transformed from an art into a science
- Network Design
- Network Monitoring
- Network Installation, Upgrade & Design balancing cost, availability, performance, scalability and manageability to meet your service level goals
- Network Optimization & Management to ensure compliance and save your time and money
- 24 *7 Support



NETWORK DESIGN / RE-DESIGN

A well-designed network is critical to ensure the maximum throughput of traffic across the business network. Networks should be designed to be redundant, reliable and predictable. Increasing the number of devices in a network can rapidly increase the complexity of that network and lead to unexpected traffic behavior.

Network Design Consulting & Re-Design Services

At ECC we advise our clients to undertake a proper network analysis, before executing any large network installation project. A network audit that evaluates both existing infrastructure and the long term requirements of the network ensures the correct hardware is supplied to meet both current and future needs. Network configuration, security requirements and optimization strategies will also be considered.

Once the evaluation is complete a full design proposal is presented to the client highlighting firstly the limitations of their current network topologies and devices and secondly recommendations for an optimized solution. Advice will be given on how the current equipment can be used, reconfigured or upgraded to meet network requirements.

The network design proposal will include detailed logical and physical topology diagrams, network IP architecture, designs for redundancy, proposed routing protocol usage, recommendations for disaster recovery, and detailed descriptions and explanations of all technologies to be used. The objective will be to optimize the performance of the network whilst maintaining manageability.



NETWORK MONITORING

ECC offers highly affordable Network Monitoring Services, which is perfect for small, medium and enterprise sized businesses that may not have the budget or the infrastructure to scrutinize their network effectively. ECC observes all the network devices on your network and detect choke points and security threats before they create serious problems.

Our Network Monitoring packages includes:

- Syslog Monitoring
- SNMP Trap and SNMP Poll Network Monitoring
- Statistics on Performance
- Bandwidth Utilization
- Network Component Health Checks
- Network Security Monitoring
- Energy Consumption Reduction.

WORLD-CLASS SUPPORT

ECC offers a genuine cost-effective support service through its technical hotline. This allows direct access by phone, email or live chat to our team of highly experienced network experts who have both certified theory and real-world practical knowledge at their fingertips. You can access this expertise at any time of day or night, with a fast and efficient turnaround time guaranteed.

We offer three types of service:

- 24/7 Support (Hotline)
- 24/7 Support with Remote Assistance
- 24/7 Support with Remote Assistance and Network Monitoring

Support will diagnose any network issues you may be having and notify your IT department of what they might be. Our Remote network Tech Support will identify issues, notify you, and then set about fixing the issue (excluding hardware replacement). Network Monitoring will proactively identify networking issues before they occur and resolve them before they become major problems. All these support options can be tailored to your organization's specific requirements ensuring you get the right service for your needs at the best price possible.

CONTACT US

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