



# Global Managed Services

CGNET's services are designed to maximize the scope, effectiveness and reliability of information and communications technology while augmenting your internal IT resources.

## Managed Hosting

CGNET provides a wide variety of managed hosted services, including hosting for Web sites, email servers, databases, applications and collaboration systems such as Microsoft SharePoint Services and Live Communications Server. All of our hosting includes continuous monitoring, management and maintenance at our 24/7/365 Menlo Park, California, Network Operations Center, with extensive backup, power redundancy and Internet bandwidth. Hosting is available on shared, virtual or dedicated servers.

## Remote Monitoring and Management

CGNET monitors and manages applications, messaging and networks all over the world. Each service is tested approximately every 10 minutes at our 24/7/365 Network Operations Center. If an alert occurs, remedial action is taken and our clients' staff is notified in the manner of its choice. Our remote monitoring and management allows nonprofits with limited staff to provide continuous service across their international networks, with the confidence that no service will fail without an immediate response.

## Network and Messaging Security

CGNET provides a range of network and messaging security services, from spam and virus protection for email, to virtual private networks, remote desktop security, and network security assessments.

## Managed Hosting for the AIDS Healthcare Foundation

CGNET hosts a dedicated Microsoft Exchange server for the AIDS Healthcare Foundation and hosts other applications. "Every time we've worked with CGNET, they've delivered beyond expectations," says AHF's IT Director Pablo Roman. "In particular, the email and other applications we host there consistently work completely up to specification, with no unexpected downtime."

## Remote Monitoring for the World Conservation Union

CGNET monitors the global email network of the World Conservation Union (IUCN), including its headquarters in Gland, Switzerland and 45 offices worldwide. "We like the fact that CGNET has worked in countries where we have people," says Dan Hinckley, IUCN's electronic communications coordinator "and it's also been advantageous that CGNET is used to working with nonprofits. Whenever I call with a question, I always get a positive response and a willingness to find a solution."



### CGNET

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# A Full Range of Consulting and Network Services

## Business Continuity

CGNET's Non-stop Services provide continuous remote backup and automatic fail-over protection for a wide range of applications, including Microsoft Exchange and SQL Server, Oracle, GIFTS, Web sites and file services. Based on technology from XOssoft, Nonstop Services provide the industry's best high-availability, rewind-capable continuous backup technology.

## Traveler's Access Service

CGNET's Traveler's Access Service provides roaming and mobile internet access via dial-up, broadband and wireless connections, including Wi-Fi, cellular and satellite-based mobile communications.

## Conclusion

CGNET helps extend your global philanthropic network in the following ways:

- Specific knowledge of NGOs and Foundations
- International expertise and network of resources
- Innovative new services with increasing affordability
- Staff skills, experience and commitment

## Network and Messaging Security at CGIAR

CGNET's GateKeeper filters the email for the CGIAR, an international consortium of centers in 15 countries, with servers in 26 locations and more than 7500 users. Incoming Internet-based email has viruses removed and spam quarantined, with 99% effectiveness, using technologies from Symantec's Brightmail and TurnTide divisions.

## Business Continuity at Conservation International

Conservation International continuously backs up its SQL Server databases from its Washington, D.C. headquarters to CGNET's California network operations center. In the event of unplanned downtime, complete data can be restored quickly, or services can be shifted to the backup server.

## Traveler's Access Service at Mission to the World

CGNET supplies TAS roaming Internet access services to more than 50 users at Mission to the World, the mission-sending agency of the Presbyterian Church in America, as it builds churchplanting movements in strategic areas around the world. "Using Traveler's Access Service has been very helpful to our staff and missionaries, and CGNET has always been willing to go the extra mile to provide great service," says Ken Thompson, MTW's IT manager.