

e-ternity **SkyCentre™**

Partner Program

Welcome to the Cloud



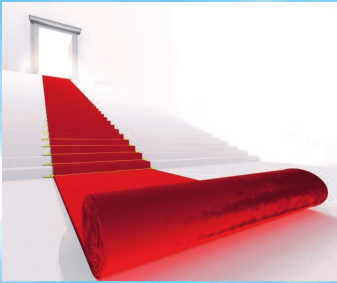


e-ternity **SkyCentre™** Partner Program

Welcome to the Cloud

Welcome to the cloud

And we're glad you're here! Cloud computing is changing the way businesses make technology decisions. It enables companies to pay for technology in a utility-based model, eliminating the need for capital technology investments.



In today's cloud world, IT Service Providers are being challenged to deliver feature-rich applications and stringent service level agreements in order to compete with direct-to-market vendors. **e-ternity SkyCentre** offers cutting edge, cost effective cloud-based infrastructure services with no up-front capital investment. This allows IT Service Providers to compete with and win against Software –as-a-Service solutions and direct Infrastructure-as-a-Service offerings.

So if you are a Service Provider that needs assistance developing your own cloud strategy, developing your cloud professional services practice, or desiring to launch cloud-based infrastructure services without having to build and manage your own IT environment, *e-ternity* can help.

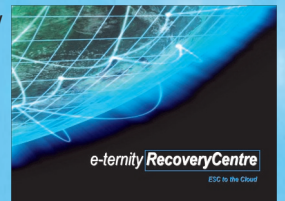
The e-ternity SkyCentre™ Services

The **e-ternity SkyCentre™** Partner Program includes the following cloud services:

- ◇ **e-ternity SkyScape**— *e-ternity's* new IT Infrastructure-as-a-Service offering that enables organizations to move various software applications from their own in-house IT environment to the 'cloud', and manage these applications over the internet in a pure utility pay-as-you-use model. To learn more, go to www.e-ternity.ca/skyscape.



- ◇ **e-ternity RecoveryCentre**— a monthly cloud backup and recovery service that enables the rapid restore of all business systems in the event of a crisis, mitigating all risk of downtime and information loss. To learn more, go to www.e-ternity.ca/recoverycentre.



Sell both services, or select the service that fits your business the best.





**Right this
way
please.**

Partner Development

As part of the standard Partnership Kickoff process, *e-ternity* will conduct an onsite half-day training course for your staff to effectively communicate the sales and technical aspects of our program. Your sales people will receive a brief training session to highlight the benefits of our cloud services, and your technical staff will receive the necessary training to install and configure our cloud services.



For those partners that are seeking an explosive launch to their cloud offering, an optional **Cloud KickStart** course is available for a

more in-depth program for your staff. **Cloud KickStart** is a two day course for newcomers to cloud computing services. Consider this program a crash course on the cloud computing marketplace, tools/techniques/templates to ramp your sales staff up, and the technical knowledge and best practices your consultants will need in order to begin delivering Professional Cloud Services.

Ask *e-ternity* for more details on this course.

Best-in-class Service and Support

With *e-ternity*, you will receive best-in-class support from our expert sales and services personnel. Your customers will receive telephone and email support for any and all support situations. Finally, all Partners will receive our standard ongoing service program including:

- ◇ **Monthly Service Level Reports** detailing the previous month's performance statistics
- ◇ **Quarterly Review Meetings** where we cover any relevant questions, concerns, or service modifications
- ◇ **Annual Exercise/Test** to validate successful service operation
- ◇ **24 Hour Emergency Professional Services** available at no extra charge during any crisis



As a Managed Services Provider, making the right choice in a cloud services vendor is critical to your success. Recurring revenue, attractive profit margins, customer retention and the opportunity to grab new business makes cloud services a highly lucrative addition to your portfolio. *ESC to the Cloud with e-ternity.*

For more information, go to www.e-ternity.ca

