

Cloud Hosting Services

Bringing your infrastructure through the Cloud

The AeTrade Group Cloud Hosting as a wide portfolio of virtual IT services created to meet African customers' needs and SME's business needs.

This offering provides the necessary agility to the AeTrade Group client into customizing their IT environment requirement to fulfill their goals at the most competitive cost possible. It also provides agility to enable continued alignment of IT with changing business requirements through a dedicated Private Cloud infrastructure service where extra resources can be added quickly to meet current demands.

Adapting the Service to the Customer Requirements

We are well aware that the sheer magnitude of IT needs in Africa will differ from one customer to another, to this end, the AeTrade Group as devised a 3-tiered approach to the service delivery of its Cloud Hosting capabilities to be aligned with the intended needs of its client base:

- **Core:** Ideal for those organizations with a highly skilled and experienced IT Department who would take on the responsibility of providing a majority of the underlying management layer responsibilities of the Cloud IaaS/PaaS offering
- **Advanced:** In addition to the support offering in AeTrade Group Core, this tier provides the Customer with enhanced services including Proactive Event Management, Vulnerability Management and access to our highly skilled Disaster Recovery experts
- **Complete** Access to subject matter experts that provide guidance and expert consulting for the evolution of your business. This tier builds upon the depth of the previous two by also providing major incident support

Cloud Hosting Benefits

Freedom from limits: On-demand access to a robust, scalable, and secure IT infrastructure.

Power and control: Rapid provisioning and enterprise-grade performance, and transparency.

Predictability: Predictable costs, strong governance, and service-level driven outcomes.

Scalability: Expand and consume what you need when you need it.

Cost savings: maximize cost reduction on a multi-tenant infrastructure

Rapid deployment: "Instant infrastructure" that allows to move directly to operational phases.

Enhanced agility: Ability to react to shifting business needs without a large capital investment.

Reliability: Providing secure and reliable infrastructure with enterprise grade service levels

Customization: Integrate customized API connecting to the solution infrastructure, devices, and applications

Security: Providing a secure platform aligned with recognized security standards (ISO27001, NIST-800, CIS CSC, etc.)

Some of the Key features of the AeTrade Group Cloud Hosting services are defined as follow:

Area	Description	Core	Advanced	Complete
Hardware	Underlying cloud infrastructure hardware components (e.g. physical servers, storage) support and maintenance	X	X	X
Network	Underlying cloud infrastructure network components (e.g. switches, firewalls) support and maintenance	X	X	X
Software	Underlying cloud infrastructure software components for management and orchestration	X	X	X
Monitoring	Monitor underlying infrastructure components integrated with the AeTrade Group ticketing tool.	X	X	X
Data Centers	AeTrade Group Facilities to house the physical infrastructure components (including e.g. HVAC, UPS, Generators) and physical security	X	X	X
Service Portal Access	Virtual hub for service request to the AeCompute team.	X	X	X
Support Hours	Customer can report incidents related to AeTrade Group Cloud infrastructure 24/7	X	X	X
Hosted Applications	Providing support to help client integrate applications API to the solution		X	X
Middleware	Provision, install, configure, patch and support middleware software		X	X
Software Licenses	Manage and track all software licenses except for Operating System and VMware licensing necessary for cloud platform operations		X	X
Operating Systems	Troubleshoot and support Windows and Linux Operating Systems	X	X	X
Monitoring	Monitor Hyperconverged Infrastructure (e.g. CPU, memory, disk)	X	X	X
Security	Security management including monitoring and ant-virus measures for VMs		X	X
Backup	Nightly Snapshot to disk	X	X	X
Patch Management	Identify, schedule and deploy critical and security patches related to Windows and Linux Operating Systems.		X	X
Metrics Reports	Online reports on resource utilization such as metrics on CPU, memory and disk utilization on service portal		X	X
Configuration Management	Manage and maintain Configuration Items (e.g. VMs) throughout their operational lifecycle		X	X
Capacity monitoring	Monitor Customer's VM (e.g. CPU, memory, disk) integrated with AeTrade Group's ticketing tool to define trends and adjust capacity		X	X
Major Incident Management	Manage and coordinate the resolution of major incidents (i.e. critical/high priority).			X
Disaster Recovery service	Accompanying and devising business continuity and disaster recovery plan with client			X

For more information, contact us at info@aecdi.org

@2019 AeTrade Group Inc.. All Rights Reserved. Any reproduction, in whole or in part, is strictly prohibited without prior written consent of the AeTrade Group. The opinions expressed are based upon our analysis and interpretation of these particulars and are not to be construed as a solicitation or offer to buy or sell the mandates mentioned herein. The AeTrade Group endeavours to ensure that the information in this document is correct and fairly stated, but does not accept liability for any errors or omissions