



# Managed Hosting Solutions

**RJR specializes in providing customized solutions for our clients including custom managed hosting solutions**

## PRODUCT DESCRIPTION

RJR innovations managed hosting solutions cover a wide range of computing-intensive applications, and we take care of all your business web hosting needs, from Remedy hosting, Footprints hosting, website hosting, exchange hosting, dedicated email server, service desk hosting to configurations customized to meet your business needs with the best possible conditions to host your site or to run your business.

Having your IT infrastructure in-house, could place your data at risk and become an added expense requiring a dedicated costly resource. By leveraging RJR's wide array of managed hosting services, you can focus on running your business while we manage the technology, to ensure your systems are always running at superior uptime and performance.

At RJR we understand that each client comes with their own unique needs and goals when it comes to their IT infrastructure. That's why RJR specializes in providing customized solutions for their clients including custom managed hosting solutions, supporting a broad range of platforms and applications. Our customers have relied on us for almost 12 years for their IT needs, we strive to meet your hosting needs to streamline your business and increase security while saving money.

## MANAGED HOSTING OF REMEDY

RJR offers Remedy managed hosting giving you the ability and freedom to customize your Remedy solution. Think of us as your "Hosted Remedy Concierge" on top of hosting we offer full end to end administration so you can leverage our expertise to ensure your systems are running at optimal performance. We also offer a wide variety of add-ons to build your custom environment including a robust customizable CRM solution. Our Remedy ITSM solution includes our RJR CRM solution which is designed to help you streamline your business by integrating your CRM into your ITSM solution seamlessly.

## MANAGED HOSTING OF FOOTPRINTS

RJR offers Footprints managed hosting giving you the ability and freedom to customize your Footprints solution. Think of us as your "Hosted Footprints Concierge" on top of hosting we offer full end to end administration so you can leverage our expertise to ensure your systems are running at optimal performance. We also offer a wide variety of add-ons to build your custom environment including our very own Footprints Service Core ITSM Database and our Footprints Administrator Companion Tool.

## MANAGED BUSINESS HOSTING (WEB, EMAIL AND CUSTOM NEEDS)

RJR offers Footprints managed hosting giving you the ability and freedom to customize your Footprints solution. Think of us as your "Hosted Footprints Concierge" on top of hosting we offer full end to end administration so you can leverage our expertise to ensure your systems are running at optimal performance. We also offer a wide variety of add-ons to build your custom environment including our very own Footprints Service Core ITSM Database and our Footprints Administrator Companion Tool.

For all the benefits of this product and more visit [RJRinnovations.com](http://RJRinnovations.com)





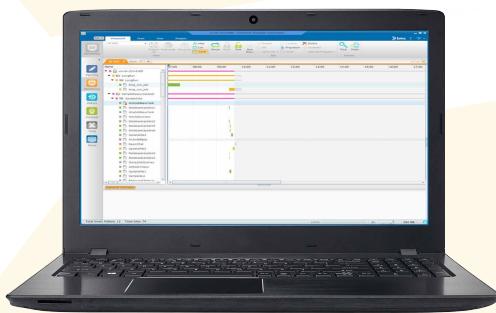
## PRODUCT DETAILS

Control-M automates and simplifies batch job creation, scheduling, and management across IT environments. It makes it easy to build and monitor workflows through a graphical interface that provides a single point of control for all enterprise batch jobs. Control-M presents a common view of all enterprise workloads and provides a single, consistent GUI to automate workflow development, scheduling, and management. Users have the ability to manage any workload without requiring environment-specific expertise. Control-M also has an extensive set of modules and extensions that provide additional functionality for different activities and environments.

### Automated client and agent deployment capabilities:

Using the automated agent and client deployment capability in Control-M, users can reduce the time previously required for manual upgrades and maintenance. With a few simple steps, agents and clients can be deployed or updated from a central point of control. The deployment of agent updates can also be scheduled for a later time, increasing flexibility and reducing costs.

**High availability:** Control-M High Availability enables you to maximize your production environment uptime, prevent data loss, and ensure business continuity in the event of hardware maintenance or failure. It supports automatic or manual failovers to a secondary host from a single point of control.



### Automated application workflow:

Using Workload Change Manager, you can now automate application workflow promotion between test and production environments to accelerate application change and deployment cycle times.

### Run time analytics:

Control-M features advanced out-of-the-box insight into all jobs across your enterprise, significantly improving run time estimation with Batch Impact Manager analytics.

### Usage alerts:

Keep an eye on your task usage with Usage Alerts. You can define task usage alert thresholds across all of your Control-M environments and automatically receive an email alert when thresholds are reached.

### Big data workflows:

Streamline and simplify Hadoop batch processing and shorten development time by simplifying workflow creation and management through an intuitive interface for building workflows. Control-M offers native support for Hadoop, traditional platforms and applications, and file transfers. Job flows

Job flows available in Gantt views for planning, monitoring, history, and forecasting domains showing the best times during a day to plan for maintenance or downtime, jobs running in parallel, and with Batch Impact Manager, run times through the end of the day.



We provide innovative, customized business process consulting, software implementation services and Level 1 bilingual support for multiple ITSM and DEM solutions and add-ons. We understand that in today's day and age, technology leaders are focused on transforming how IT operates. Digital transformation and automation are key elements in ensuring that most organizations keep up with how fast-paced both technology and information are consumed and delivered – at work and at home; on premise and in the cloud.

