

# Qwest - Rock-solid QoS Assurance

Through SunTone Certification, Qwest Communications(r) lets customers confidently outsource Information Technology managed services.



## About the SunTone Initiative

The SunTone Initiative, an industry effort for defining high quality data center service delivery, provides specifications for best practices and policies, assessment and remediation consulting services and an audit and certification process, aimed at ensuring quality service delivery. For more information: [www.sun.com/suntone](http://www.sun.com/suntone).

## What is High-Quality Data Center Service Delivery?

The quality of data center service delivery and management for network services such as Supply Chain Management (SCM), Enterprise Resource Planning (ERP), and Customer Relationship Management (CRM), refers to how well a service or solution complies with Service-Level Agreement (SLA) metrics. These metrics can include, but are not limited to:

- Data availability
- Disaster recovery processes
- Reliability
- Response times
- Scalability
- Security

*"We have SunTone's seal of approval on all aspects of building and managing highly complex Web applications, from initial design all the way through managing the entire solution in our state-of-the-art Qwest CyberCenter™ facilities. As a result, customers can confidently select the level of outsourcing they are most comfortable with. SunTone Certification tells our customers that we know what we're doing and how we're doing it, providing the differentiation needed to win business over competitors." — Chris Ancell, Vice President of Qwest's national Internet solutions sales group*

With the competition breathing down your neck, anything you can do to cut costs and increase revenues is crucial. Which is why so many companies are looking to outsource a wide range of IT operations. Can you really walk away from the opportunity to reduce capital expenditures while gaining economies of scale, technical expertise, and the more efficient use of internal resources?

The decision to outsource services, however, can't be taken lightly. Customers need rock-solid confidence in the service provider's quality of service (QoS) and ability to meet service level agreements (SLAs). Sun Microsystems and Qwest understand this. They understand the mission-critical nature of outsourcing decisions, and they are doing everything they can to reassure customers seeking trusted business allies. As one of the nation's largest service providers of voice and data services, with revenues of \$18 billion a year and serving more than 25 million customers worldwide, Qwest combines one of the world's fastest, most powerful global IP networks with a strong local exchange business. Qwest also offers a full lineup of Web Hosting Services, Managed Solutions, and business consulting services. In addition, Qwest provides high-speed Internet access, private networks, and wireless data applications.

To provide customers with the confidence they need to trust Qwest with their IT operations, Qwest pursued SunTone Certification for its suite of end-to-end outsourcing solutions. Qwest now offers clear proof of its ability to satisfy companies' complex outsourcing needs, having received SunTone Certification for the following services:

- ☐ Qwest Solutions offer enterprises infrastructure and management services through a full complement of business solutions.

- Basic, Enhanced, Managed, Performance-managed, and Premium Qwest CyberCenter™ hosting solutions provide customers with a completely redundant, secure infrastructure that is managed around the clock by highly trained technical personnel.
- Qwest Interactive™ integration services deliver expert system implementation and architecture services.

These solutions take advantage of Qwest's OC-48/OC-192 broadband IP backbone, providing customers with exceptional performance in addition to security, reliability, and scalability. Through aggressive SLAs, Qwest also offers guaranteed network availability, with the majority of its hosting customers opting to use the powerful Sun platform—often at Qwest's recommendation.

Qwest's relationship with Sun made selecting Qwest Hosting Services a straightforward choice for Fleet Team, a company that offers fleet managers a corporate portal solution for efficiently managing vehicle maintenance information. Instead of taking on the expense of an in-house IT staff, Fleet Team chooses to outsource the majority of its IT needs to minimize cost and complexity. The company hired Dynamic Information Systems, a software consulting company that develops Java™ technology-based business systems, to create and maintain its online application. "Fleet Team needed a 24 x 7 shop to host their application. Qwest emerged as the top choice due to their Sun expertise, reputation, nationwide network, and excellent customer service. They even assigned Fleet Team a specific technician to address any issues," explains Steve Mays, senior consultant at Dynamic Information Systems, which is also a member of the Sun Developer Connection<sup>SM</sup> Partner Program. "SunTone Certification puts Qwest a step above everyone else right away. Sun servers perform better, both in terms of speed and reliability, and I could tell that

Qwest really knew the products and would have Sun support at their fingertips."

The SunTone Certified stamp of approval confirms the alignment of Qwest services with stringent guidelines based on industry best practices for overall quality of service. The comprehensive SunTone assessment covers the following eight key areas required for high QoS:

- **N-tier architecture**, including overview, logical and physical breakdown, database management, documentation update process, and future architecture plans
- **Platforms and applications**, including vendor SLAs, customer SLAs, capacity and performance statistics, service quality, and Sun servers
- **Service policies**, including resource insulation, secure remote provisioning, and standards-based infrastructure services
- **Scalability**, including growth and capacity strategy, capacity usage tracking, functional component sharing across a service, and database scalability
- **Availability and reliability**, including critical service components, resilient service components, and database availability
- **Security**, including security policy, security through network design, firewall configurations, access mechanisms, and customer privacy
- **Operations**, including data center operations, system changes, user problem management, data protection, software operations and production migration, network services, resource availability, and disaster recovery planning
- **Technical competencies**, including trained key resources in every operational and architecture area

Further increasing customer confidence, Sun is the preferred provider of UNIX system-based hardware and software for Qwest's national network of CyberCenter facilities. Qwest uses and supports a range of Sun technology, including Sun Enterprise™ midrange servers and carrier-grade Netra™ servers; Sun StorEdge™ storage solutions; and the Solaris™ Operating Environment, Java™ technology, and Sun™ ONE Internet and e-commerce software. In addition, Sun consulting, support, and education services are part of the strategic alliance.

"Our alliance with Qwest lets customers easily tap the combined, extensive expertise of Sun and Qwest," notes Jerry DeLue, director and client executive at Sun. "Working shoulder to shoulder as leaders in e-commerce, we are sure to be able to meet companies' unique requirements for Web-based services."

Lower costs. Fewer headaches. Third-party assessment. Greater expertise. All of a sudden, the decision to outsource IT services just became a lot easier.

*For access to a server hosted in a Qwest CyberCenter facility located in CO or WA or provision of certain other Internet based services in the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY, Qwest utilizes a separate, required Global Service Provider (GSP) that supplies connectivity to the global Internet. Services not available in all areas. Installation, required CPE and minimum term of commitment may be required depending on services selected.*

To learn more about the SunTone Initiative, visit [www.sun.com/suntone](http://www.sun.com/suntone) or complete an online enrollment form at [www.sun.com/suntone/join](http://www.sun.com/suntone/join)