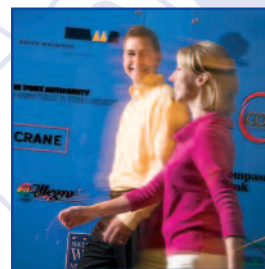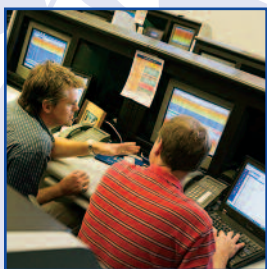So you can do

better things...

*USi hosts, manages, and supports
enterprise and eCommerce applications worldwide*

USi

An AT&T Company

Now offering USiPinnacle[SM] *!*

Computing capacity that **expands instantly** when you need it.
And shrinks—along with your costs—when you don't.

Forget the buzzwords.
Here's *what* we do

USi hosts and manages key software applications your company relies on— supplying services that save you time and money. We get the software running, keep it running, and help you make better use of it. **This way, you can focus on business goals and profits.**

We've filled this niche since 1998, longer than anyone, and **we truly know our stuff.** We take standard tools—computers, software, the Internet, and high-speed connections—and extract their full potential with our **tried-and-true methods, automation, monitoring, and security.**

And our smart, experienced staff are not just voices on a telephone, but **real people who care** about your business. Your team—assigned directly to you— is **available around the clock.** If something happens at 3 a.m., their beeper goes off, not yours.

So much **jargon has sprouted** to define things we do—application outsourcing, managed hosting, managed application services, hosted application management, software-as-a-service enablement— that you need ibuprofen and cool compresses to cope. And the acronyms? Let's not go there.

The terminology may cause headaches, but with **USi in your corner**, we hope your software never does.

Microsoft®

ORACLE®

PEOPLE Soft®

SIEBEL
Strategic Platform Partner

Highly secure data centers safeguard your information from intruders, hackers, outages, and disasters— *thanks to our layered security*, backups, and redundant systems.

Extensive audits and certifications, including SAS 70 Type II, WebTrust, and Safe Harbor, reflect our *high standards* and help you *comply with key regulations* in your industry.

Service level agreements show we're *confident* about our technology, processes, and expertise...we *guarantee 99.5% availability* of your systems and extend coverage to customer support, problem resolution, security, and performance.

> *"The myth of IT is that it's about technology. But we are a service business. And service is delivered by people, not machines. That's why building relationships is so important to USi."*
>
> *Andy Stern,*
> *chief executive officer*

We *solve problems*
so you get results

Installing, managing, and supporting **complex enterprise and eCommerce** systems isn't your **main line of business—** but it's ours. Why wrestle with tasks that are **second nature** to us? Outsourcing to USi lets you…

▶ **Offload the burden** of managing software applications—so you can build your business

▶ **Take advantage of economies of scale** that keep dollars in your pocket

▶ **Reduce** total operation and support costs

▶ **Get applications up and running faster;** cut installation time and time to benefit

▶ **Make the most of your software** so its potential isn't wasted

▶ **Gain access to world-class capabilities** and skills that take years to learn

▶ **Streamline processes,** standardize operations, and reduce manual tasks

▶ **Quickly adapt** to acquisitions, business growth, seasonal demands, and cyclical tasks

▶ **Tap computing capacity when you need it,** and pay only for what you use

3

USi's Global Enterprise Management Center (GEMC) watches your system 24 hours a day to prevent downtime, using automated tools and savvy technicians who find and solve problems quickly.
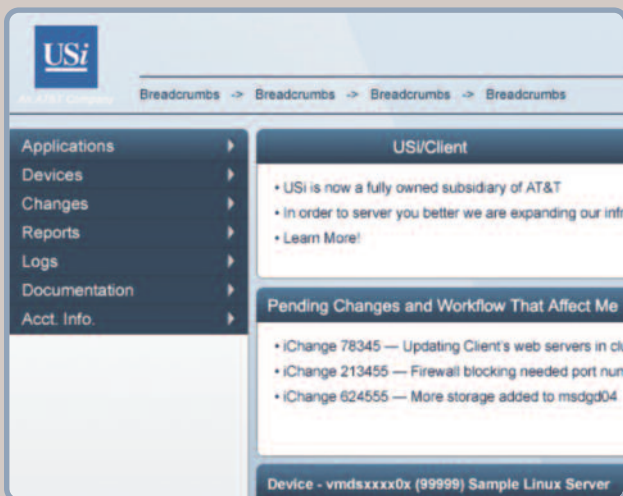
USiOasis^SM, our proprietary monitoring and management tool, tracks your system's health in real-time so USi can control the status of your application, infrastructure, and processes. A unique self-service portal, USiView^SM, gives you direct visibility into your system, letting you check network bandwidth, usage spikes, service requests, and other performance indicators.

We *help* you
BOOST
your business

Business executives recognize that today's success depends on **innovation and efficiency.** Everyone wants IT staff to figure out better ways to do things. A recent national survey found that **building business skills** is among the top three priorities of chief information officers.

You've got to **attract new customers,** satisfy those you have, and pounce on new marketplace opportunities. But at the same time, you're grappling with:

► **Shrinking budgets** and pressure to do more with less

► **Security threats** and regulatory changes

► **Gaps in manpower** and technical expertise

► **Limited computing capacity** and bandwidth

► **Worries** about downtime and lost revenue

We can help! **USi has the experience** and know-how to relieve you of chores that get in the way of big-picture efforts.
We **work fast**, do the job well, and **save you money**.

"We're rolling out Oracle globally in a single instance, and USi has been a true partner through it all...flexible, knowledgeable, professional, and committed to our success."

Kraig Brown,
chief technology officer,
Tecumseh Products Company

*USi's War Room brings together our infrastructure, operations, database, and network experts to **respond quickly if an issue arises** with a client's environment. And because **our systems are available, on average, 99.98% of the time,** we're happy to say the War Room generally sits empty.*

Our SMART SERVICES
*bring you **top performance***

USi works behind the scenes so your applications are **cost-effective** and **worry-free**. Our offerings include:

▶ Enterprise Application Management

Does your software do what you need—and what you were promised when you bought it? Our great strength is making complex enterprise applications **live up to their potential.** USi's staff includes experts with deep understanding of **leading software from top suppliers** like Oracle, PeopleSoft, and Ariba—letting you offload the daunting task of managing applications for enterprise resource planning (ERP), customer relationship management (CRM), and other critical business functions. We **ensure your application's health** through proactive monitoring, help-desk support, patches, fixes, updates—tasks that would divert your crew from business priorities if you had to handle them in-house.

▶ Managed Hosting

We host your application in one of our highly secure, world-class data centers and **tend to all details** from hardware through database. To ensure **high performance,** we do the custom work necessary for your software to function properly in our environment, and we provide full technical and functional support.

▶ Remote Management

This option is great if you need **our technical expertise** and support but have already invested heavily in the hardware, or you want to test the waters before fully outsourcing your applications. Our custom tools let us **monitor your devices remotely,** as if they were deployed at USi.

▶ eCommerce Development and Hosting

We launch your eCommerce applications quickly—including migrating to new platforms, creating custom features, and integrating all functions so they **work seamlessly,** from server to user. We design and deliver the solution with **trouble-free support** in mind, because we maintain the ongoing functionality.

▶ Enterprise Messaging & Collaboration

Every organization needs—and expects—**a reliable communication** backbone. **Airtight security** is integral to our messaging package, which includes **predictable monthly fees**, instant messaging, web access, mobile messaging, archiving, backups, virus protection, spam and content filtering, compliance support, and disaster recovery.

▶ Professional Services

If you're deploying a new system, planning an upgrade, rolling out a project, or stuck on a problem, we can help. Because decisions you make now can haunt you down the road, we **apply our technical and business knowledge to save you money,** avoid unnecessary customizations, and develop fully integrated, seamless solutions. From hands-on implementations to business advisory services, USi works with you to **get the results you want.**

▶ SaaS Enablement

For independent software vendors adopting the software-as-a-service (SaaS) delivery model, we offer **packaged and flexible solutions**. At a fraction of the in-house cost you can bring to **market fully hosted and managed software**. Over the years we've helped more than 60 companies develop highly profitable SaaS strategies.

We've *got the skills,*
you get the benefits

Experts who **know their way around** today's complex **enterprise and eCommerce applications** are hard to find and difficult to keep. Our knowledgeable crew has **years of experience** helping clients get **tangible benefits** from products such as…

▶ **Ariba**

▶ **BroadVision**

▶ **IBM WebSphere**

▶ **MarketLive**

▶ **Microsoft**

▶ **Oracle**

▶ **PeopleSoft**

▶ **Siebel**

USi's Solution Center, with a staff of 250, provides prompt, personalized support… people you know by name, trained across multiple disciplines and steeped in your technology and business processes.

Our *people* are *your* PARTNERS

When outsourcing IT services you should look for a supplier who acts as an **extension of your own team**—accountable at every level. We seek **ongoing relationships**, not one-time transactions. **Clients trust us**—and they tell us so in our twice-yearly satisfaction surveys. We earn **high marks** for professional attitude, commitment to solving problems, and flexibility, too.

Like surgeons, our **skills must stay honed**. That's why 70% of our staff have invested time to gain one or more **technical certifications**, including Certified Security Engineers, Oracle Masters, and Microsoft Certified Professionals. And **we keep our talent:** nearly half of our U.S. employees have been on board for at least four years. We're available around the clock to serve our global client base—spread across 30 countries.

We recruit carefully, support professional development, and foster a **positive work-place**. Because accomplishing what we set out to do depends on **our people**.

"Clients trust us to operate systems critical to their business. One misstep can nullify years of great service…so we work hard to earn that trust every day."

Steve Mucchetti,
chief operations officer
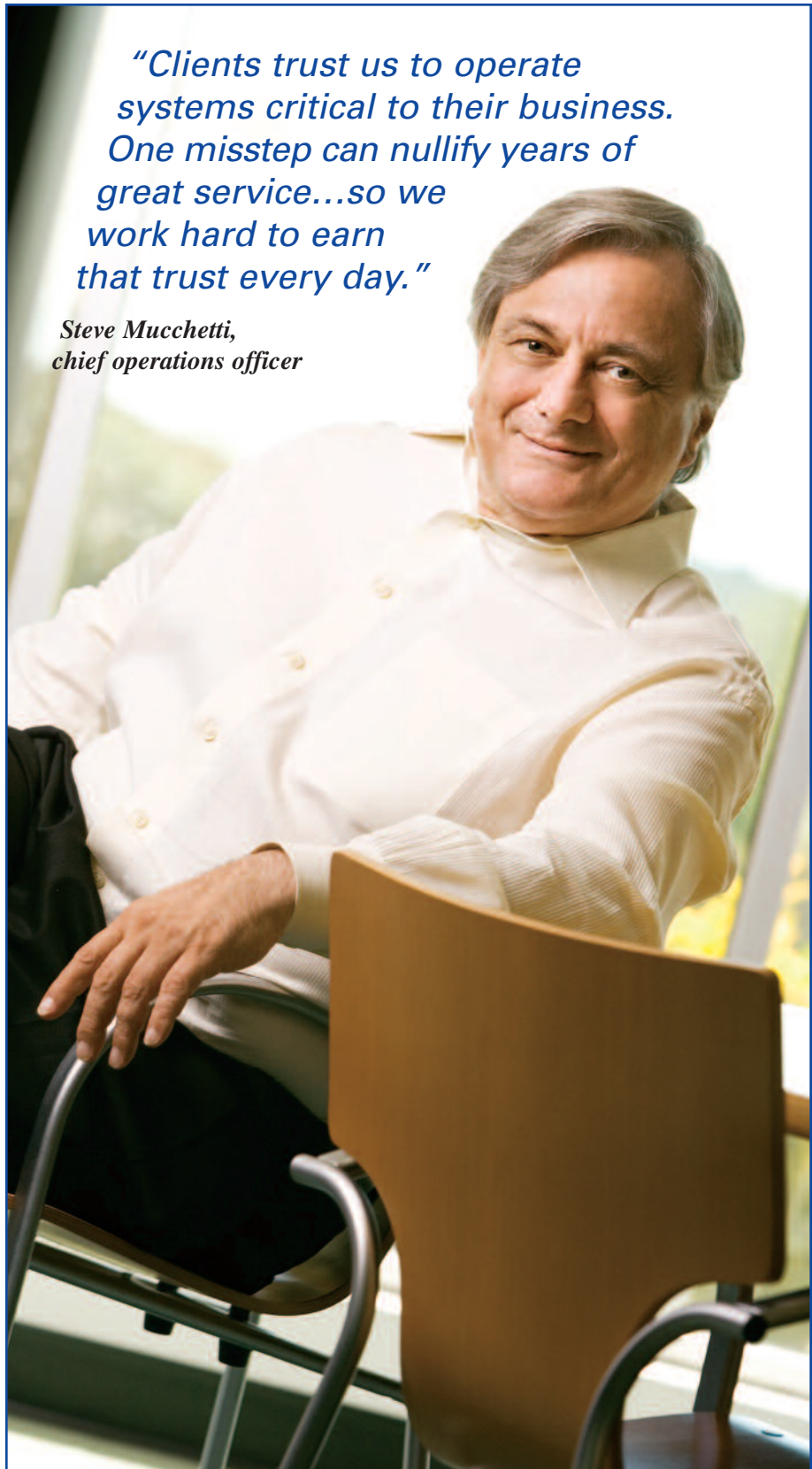
USiPinnacle: flexible hosting that
keeps pace
with your business

Most companies buy excess computing capacity to accommodate peak demands, such as end-of-month closings or holiday sales. Yet much of the year they use only 12% of their capacity—and the rest **sits idle** while they pay for it.

USiPinnacle is an **unprecedented** new hosting platform that **instantly scales** up or down. Need more capacity? **You got it**. Done with the crunch and want to cut back? **No problem**. Using leading **virtualization** technologies, automation tools, and **high-performing servers, networks, and storage**, USiPinnacle is usage-based, like your cell phone. Some refer to it as "utility computing." Some define it as "on-demand" because it's there **when you need it** and you **pay as you go.**

Whatever you call it, rest assured that USiPinnacle is **highly secure**, can be counted on for fast, smooth performance, and, at 99.9% guaranteed availability, **exceeds industry standards.** And the best part: USiPinnacle can **reduce your total cost of ownership** by 20% or more over other hosting platforms.

*Introducing **innovations, like USiPinnacle,** lets us better meet clients' business needs. Collaboration across teams ensures that we understand—and deliver—what you want.*

Values ensure
your satisfaction

USi staff live by four **core values** that center us on **what's important** and ensure our **commitment to service** is real, not hype. The values are tied to specific **goals in our performance** appraisals and reinforced through quarterly awards to **exemplary employees.** Here's what some of our **winners** say:

Client First

▶ *Jon White*
staff engineer

"Making clients happy means always **going the extra mile** so their environment performs at its best."

Integrity

▶ *Nancy O'Haro*
executive assistant

"Showing **respect for everybody** and being honest, dependable, and trustworthy are traits that really matter to me and to USi."

Teamwork

▶ *Inger Riegelhuth,*
senior manager, accounting and finance

"Because we all play a unique part in USi's services, **we work together** to do a great job."

Leadership

▶ *George Guethlein,*
director, enterprise systems

"USi invests in **quality people.** Leadership is easy when you're supported by an **excellent team,** like I am."

A decade of
GREAT.
service

USi's story is about **innovation**, stick-to-itiveness, and plain old **hard work**. In 1998, we were the **first company** to deliver software over the Internet, **making it simple** for businesses to **access critical applications** without huge hardware and licensing investments. In fact, the term Application Service Provider was **coined about us.**

We **soared** in the dot-com era and tumbled when the bubble burst. Through it all, we **stayed true to the vision** on which we were founded— listening to clients' needs and **providing great service**.

We survived, thrived, and in 2006 became a wholly-owned **subsidiary of AT&T**, one of the largest telecommunications companies in the world. Today we serve clients in 30 countries from our eight regional U.S. offices and two locations in India.

Our value to AT&T—and to you— is our **keen capability in managed application services** and our commitment to **delivering individualized services to make clients happy**.

Check out our website at
www.USi.com

sales: *800.809.3003*
email: *sales@USi.com*

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