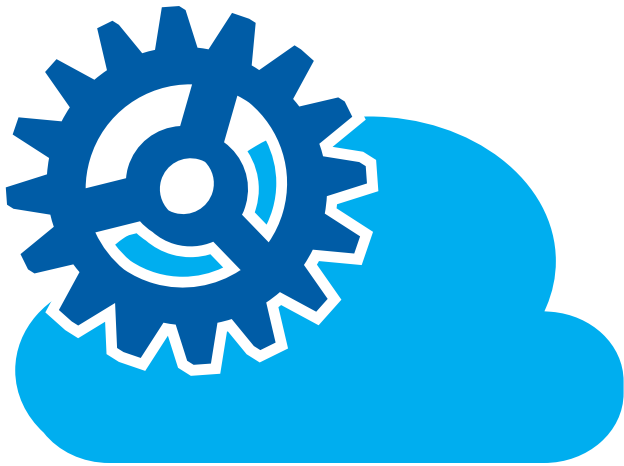


# Quantum Cloud



Managed Quantum - Global Cloud  
The Next Step in Business ERP



## The Quantum Cloud

The operating cost of down-time for ERP systems, according to Gartner, is an average cost of \$5,600 per minute and can be as much as \$540,000 per hour. For companies where ERP is mission critical, it just can't be down.

- Gartner estimates for IT downtime:
  - \$5,600 per minute
  - Average cost of \$300,000 per hour
  - Highest cost \$540,000 per hour



Over the past twelve months Quantum Control Customers have been experiencing more and more IT downtime and it's severely impacting their bottom lines. Our call center is receiving 1-2 support calls per week with a minimum downtime of 24 hours. For some of our customers this represents hundreds of thousands of dollars in lost productivity. One in twenty of these customers is experiencing a full outage, and critical trace and transaction data is at a 100% loss.

- 1-2 Support calls per week
- Minimum downtime 24 hours to maximum of 2 weeks
- 1 in 20 customers experience full data loss

### What is Component Control doing to help?

Our support team is providing assistance and any outage is prioritized by the organization. But in many cases, this is not enough. We can do better for our customers which is why we have contracted the world's largest global infrastructure as a service companies to put Managed Quantum in the Cloud.

## Managed Quantum in the Cloud

Quantum in the Cloud has Enterprise agreement with Amazon Web Services, Microsoft Azure and Oracle Cloud to offer the highest reliability available for IT on the planet. The global infrastructure is available to nearly every company in the 66 countries that Quantum Control operates.

## Infrastructure plus Quantum Management

Available infrastructure with reliability, accessibility, security and performance is a large part of our solution but the people that we assign to manage your IT are the heart of the service. Quantum leverages engineering, dev ops, network services and IT to support your ERP 24x7x365. We work nights so you can focus on the daily success of your business.

- Outsourced Managed Quantum Application & IT infrastructure
- Leverages IaaS best-in-class resources (AWS, Azure, Oracle)
- Utilizes Hearst's Global Support
- Incorporates Dev Ops, IT & Engineering experts
- Includes support team in West Coast, Central & East Coast Locations

## The Benefits of Quantum Cloud

The benefits of Quantum Cloud are significantly more than avoiding downtime or ransomware. They include outsourcing the cost of hardware, software and IT overhead as well as providing elasticity in your demand (the infrastructure grows and contracts with you). Other benefits include the highest performance hardware containing Network, Server, and Storage, accessibility from local access points so that the application is cached where you are. Security for the application, access, control, and physical location are all part of the service. Getting the most out of Quantum and optimizing the latest features is our measure of success with the Quantum Cloud.

- Latest Version of Quantum Enterprise
- 99.98% Uptime >5 years with SLA recovery times
- Backup
- Disaster Recovery & Replication
- 24x7x365 System monitoring



## Quantum Cloud Program Options

One size does not fit all for our Quantum Community which is why we are offering the service in three tiers: Silver, Gold and Platinum.

### Silver / Silver Limited Program



Entry level Plans include Silver and Silver Limited. Both plans outsource your Quantum application with full global hosting and redundancy, and include the installation and configuration of Oracle and Quantum. In addition, both Silver Plans will be configured to support standard backups and upgrades, with service packs applied within your service window during normal Component Control business hours.

### Gold Program



The Gold cloud program includes the complete coverage of the Silver program and adds off-hours for Quantum upgrades without additional charges during schedule windows, the installation and support of a full Quantum test server, installations and maintenance of real-time backup monitoring, the configuration, management and monitoring of a standby backup system for DR, the access to and always on utility server for integrations and data intensive applications, and a target service recovery time that will not exceed 3 hours.

### Platinum Program



The Platinum program is our top-level option for managing Quantum Cloud. This program is the complete out-sourcing and management of Quantum. Platinum includes everything in the Silver and Gold program but adds even more. Platinum includes dedicated infrastructure which may be a requirement for government regulations, GDPR, or security requirements. Also, included with Platinum are off-business hours Quantum upgrades at no additional cost, direct access and escalation to the support team for Cloud emergencies, and a target recovery time from service failure to not exceed 1 hour.

***For an up-to-date summary of our cloud offerings please visit:***

<https://www.componentcontrol.com/platform/cloud-managed-quantum-control>

Get the reliability, scale, cost, and performance your organization needs today. Contact [sales@componentcontrol.com](mailto:sales@componentcontrol.com) for pricing and information.