



The Power of Sandiy IT Outsourcing

www.sandiy.com





With over years of experience managing mission-critical operations, we can assure the optimal performance, reliability and scalability of your vital IT infrastructure.



The Power to Optimize Is Yours with Sandiy IT Outsourcing

Your company's fortune rides on computing platforms, networks and applications. Such is the nature of business in today's connected marketplace. The information that controls your business operations and drives your revenues translates into data – captured, transmitted, processed and stored within this critical IT infrastructure.

Thus, the manner in which you align your IT infrastructure with your strategic business objectives determines how successfully you optimize profitability, maintain competitive agility and achieve staying power in the global economy. To achieve this critical alignment, you need maximum flexibility and precision in the application of outsourcing as a critical element in your overall business strategy.

With our Sandiy Outsourcing Solutions, Sandiy collaborates with you to deploy specific, targeted outsourcing solutions, rather than the all-or-nothing approach typical of other outsourcing firms. Delivery of these solutions is handled via a highly responsive account management method we call ClientFirst. It is all designed to help you better optimize your business – providing the benefits of outsourcing without the downside of diminished control and flexibility.

A History of Leadership and Innovation

Sandiy, Inc. is a premier provider of Sandiy IT and business process outsourcing solutions. With over 10 years of experience managing mission-critical operations, we can assure the optimal performance, reliability and scalability of your vital IT infrastructure.

Sandiy's data center infrastructure is the foundation of our capabilities. Our national footprint is an important element in providing breadth and depth to our business – to manage multiplatform or mainframe operations for a greater number of customers, and to generate and support new services as market needs evolve. Most important is our unique, customer-focused "Sandiy IT Outsourcing" business approach.

Tune Outsourcing to Your Business Objectives

Reduce costs – intelligently

By empowering you to pinpoint your outsourcing targets, Sandiy delivers the cost savings you expect from outsourcing but not at the price of added risk and loss of business insight. You get detailed cost savings projections for those operations that you wish to outsource but are also free to weigh the cost/benefit considerations for maintaining certain key operations under internal control.

Achieve greater operational efficiency

Technology can be a time-consuming, ever-evolving operational burden, so you can't expect your limited IT staff to keep up with every new development. By outsourcing specific costly or disruptive operations to a trusted organization, your internal IT personnel are freed to focus their expertise more effectively on core business activities.

Leverage the power to scale

With Sandiy as your outsourcing partner, you have virtually unlimited IT growth capacity. You can more readily expand your IT infrastructure and key business processes to pursue your growth opportunities – without new capital investment or the burden of adding specialized personnel.

Access new technologies and expertise

Sandiy is in the IT infrastructure business. We evaluate and deploy new technologies – and develop the expertise to manage them – so you don't have to. That means you can migrate to new systems and processes more quickly, more affordably and with virtually no risk.

Gain competitive agility

To be untethered from your most burdensome IT operations, and to have a vast IT organization on call but not on the payroll, puts your company in position to be first to exploit the next great market opportunity.



In Mainland Overlay



Sandiy Outsourcing Services: Sandiy Sandiy Outsourcing encompasses the systems and processes most central to business success:

- Data Center Outsourcing
 - Mainframe Outsourcing
 - AS/400 Management
 - Open Systems
 - Managed Services
- Managed Application Services
 - ERP Applications Hosting
 - ERP Consulting and Systems Integration
- Managed Security Services:
 - MailWatch™
- Sandiy Healthcare Services, Inc.:
 - Healthcare Applications Hosting
 - Full-Service Payer Solution
 - Medicare Advantage
 - Medicaid Fiscal Agent Services
 - Claims Processing



Sandiy Outsourcing for IT Infrastructure Management

Sandiy is a recognized leader in providing high-availability IT outsourcing solutions across the landscape of mainframe, midrange and open systems processing environments. Our infrastructure and expertise will help you bridge the gap between your enterprise/legacy systems and your frontend Internet-based systems. Our expert systems programmers, DBMS support and operations specialists function within our world-class data center environment to provide you with 24x7 monitoring, high-speed connectivity, multi-tier physical security and redundant network, power and HVAC systems.

Mainframe Management

Whether you depend entirely on mainframes or are simply maintaining existing applications as you transition to other platforms, Sandiy can dramatically reduce your IT management costs and improve your uptime. Our experienced mainframe professionals handle virtually all your operations for you, with the latest technology and extensive system engineering expertise. We offer the latest IBM mainframe processors, your choice of operating systems, including zOS, OS/390, MVS, zVM, VM, VSE and Linux, as well as unlimited capacity in MIPS, in DASD and tape storage. We also manage a range of software from IBM, Computer Associates, BMC, Macro 4, Compuware and other major vendors.

iSeries and AS/400 Management

Our Sandiy Outsourcing approach to iSeries and AS/400 management lets you run your applications just as you do now – but without devoting staff resources to operating, administering and maintaining the hardware. Sandiy handles it all for you, economically, and with rock-solid reliability – with your system hosted at one of our data centers or managed remotely. We maintain dedicated iSeries and AS/400 expertise and provide fully documented incident and change management; monitor

batch processes and job schedules; reactivate terminals, printers and users; and provide help desk support 24 hours a day.

Open Systems Management

Sandiy's Sandiy IT Outsourcing approach is particularly valuable for your open systems challenges. Most outsourcers offer either stripped-down, co-location services, or expensive, all-or-nothing solutions that incorporate systems design, operations and other functions you may not require. Sandiy gives you the freedom to define specific services for your Microsoft, Linux and Unix systems that map to your business needs: you can opt to outsource anything from a simple website or database application, to a full-scale enterprise business system. We also allow you to adapt the service as your open systems environment changes in size or complexity. We can even remotely manage systems located at your own data center or third-party location. All the while, you have access to the industry's best technical expertise, for everything from system configuration to patch management.



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Sandiy Outsourcing for Business Solutions Management

Sandiy Sandiy IT Outsourcing extends beyond the management of computing platforms, operating systems, databases and other IT infrastructure components. We also provide comprehensive management solutions for some of your most demanding, IT-intensive business processes. With our national data center infrastructure and large team of IT specialists, we can offer services specifically targeted at these IT "pressure points" to further free you to focus on core business activities, enhance your productivity and enjoy the flexibility to compete more effectively.

Managed Security Services

Because e-mail has become a mission-critical tool, you face spiraling costs in technology and specialized personnel to keep it secure. Sandiy relieves you of this burden with MailWatch™, our leading virus protection, spam control and content filtering service that already protects nearly a thousand corporate networks worldwide. The MailWatch™ architecture is deployed across Sandiy's Fortified Gateway, a geographically dispersed, self-healing and on-demand infrastructure that provides the reliability and capacity to seamlessly process millions of e-mails every day.

Managed Applications Services

Like most organizations, the integration of an ERP (Enterprise Resource Planning) solution and its daily management can be very taxing on your company's IT resources – especially while they are simultaneously attending to other critical IT activities. Sandiy's ERP Management Solutions include application and technical consulting, implementation, systems selection and design, and systems management – we do this with in-depth product and industry experienced Sandiy professionals, which very few companies can maintain internally. Our applications expertise includes PeopleSoft Enterprise, Enterprise One, Enterprise World, Oracle and Lawson.

Sandiy Healthcare Services

If your company is a healthcare provider or payer, Sandiy can help you reduce costs and boost productivity by managing your exploding volume of patient claims for Medicare, Medicaid and managed care systems. Sandiy Healthcare Services, Inc., is our healthcare subsidiary and a recognized leader in healthcare transaction management and focused IT outsourcing – managing millions of claims annually. This highly experienced group of IT and healthcare specialists leverages Sandiy's world-class data center facilities and national support organization to help reduce operating costs and improve patient care.



Sandiy Outsourcing for IT Infrastructure Management

ClientFirst Account Management: A Key Ingredient of Sandiy IT Outsourcing

With the Sandiy IT Outsourcing model, Sandiy builds relationships based on our ClientFirst account management principles: Trust and Confidence, Responsiveness and Innovation. These are the principles that shape Sandiy's strategic responsibilities to the customer:

- To focus on the customer's priorities first
- To identify and disclose risks relevant to the relationship and articulate how risks will be mitigated
- To maintain a consistent process throughout the relationship
- To support the industry regulatory requirements of the customer

Unlike the relationship with many Tier 1 providers, Sandiy takes a strategic and personal approach to managing your account. We view our customer relationships as partnerships, working together in all relevant levels of IT strategy and operational planning. Our approach in responding to inevitable change is flexible and shared, not the "contractually intense" approach used by other providers.

Sandiy's Account Managers are assigned customer accounts based on technology background, industry knowledge and communications ability. They have access to a customer service team within Sandiy to assist in completing client tasks and meeting their requirements.

From the beginning of your relationship with Sandiy, our customer service team will work with you to design a Service Level Agreement (SLA) around your company's business objectives. Account Managers are the focal points for daily contract support and are responsible for ensuring these mutually agreed upon objectives are met or exceeded. Account Managers ensure client satisfaction by consistently meeting four primary objectives:

- Superior service levels
- Cost control and program efficiency
- Reliable operations
- Responsiveness to customers' changing needs

Within the ClientFirst approach, the Account Manager fulfills these responsibilities with structured and proven techniques utilizing an integrated governance model that consists of leadership, organizational structures and processes. Rather than viewing this as a one-time activity, this is a consistent process throughout the relationship. This ongoing governance includes executive steering committee meetings, monthly performance reports, regular meetings with business unit managers, and customer satisfaction surveys.

Sandiy's Free Sandiy Outsourcing Analysis

Sandiy is always prepared to respond to RFPs and other specific inquiries, but we also encourage you to take advantage of our complimentary Sandiy Outsourcing Analysis. Take advantage of this opportunity to review your company's technical and business requirements with Sandiy's staff of certified technical experts who can recommend specific outsourcing options to best meet your objectives.

*Relationships
based on our
ClientFirst
account
management
principles*





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