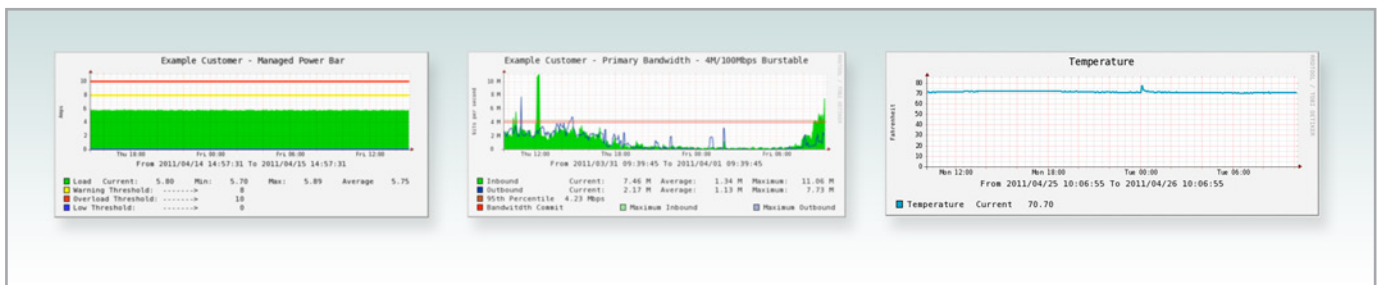


A EUROPEAN HUB FOR REDPRAIRIE

When RedPrairie wanted to enhance its support of a growing European customer base in the late 1990s, they chose to establish a European infrastructure hub to enhance the service resilience. Partnering with Gage Networks for Hosting and Managed Data Centre Services, RedPrairie has developed this facility with access to an expert support team and services from an enterprise-class Cable&Wireless Worldwide data centre, near London.



Supporting some of the largest manufacturers, distributors and retailers in the world, RedPrairie's solutions process and distribute a large volume of business intelligence on workforce, inventory and transportation to manage requirements across numerous locations or retail outlets. With solutions installed at more than 34,000 customer sites in over 40 countries, companies trust RedPrairie to deliver increased productivity.

"Gage Networks are concerned with our business, not just our custom, and have genuinely become an extension to our infrastructure group. They have always been available for us, ready for whatever is needed, with an appreciation that we need to meet our customers' expectations."

John Connelly, Technical Services Manager.

Their European operations have grown significantly, with the Gage Networks team providing feet on the ground and anticipating requirements as the company tripled the size of its server environment. This approach to managing its systems has proven to be extremely efficient for RedPrairie - with all their technical engineers based in the United States, the day-to-day support provided by Gage Networks means that when engineers visit the UK data centre they can focus on new developments, such as installing new equipment or upgrading technology.

PROVIDING EXTRA RESILIENCE AROUND REDPRAIRIE'S SERVER ENVIRONMENT

The data centre is a state-of-the-art facility designed to ensure an optimum environment for sensitive IT equipment, with redundant power supply and back up, manned security and top-grade temperature, fire suppression, cooling and ventilation systems.

RedPrairie's server environment is housed in private lockable cages and benefits from contracted hands-on engineering services for manual reboots and to replace hard drives, cables and other equipment from the back-up stocks maintained at the data centre. Resilience is enhanced with Gage Networks' managed switches and Internet services, which provide high capacity connections with automated failover and full redundancy via diverse equipment and cabling onto separate points of presence on the Cable&Wireless Worldwide Internet backbone.

Remote management is supported by a real-time service dashboard and detailed customer portal that provide RedPrairie with service information that includes bandwidth use and temperature. In addition, managed power distribution services allow engineers to power individual machines up or down remotely and monitor consumption at any time.

"Gage Networks has the services we need to ensure quality in detail, covering every element of our infrastructure, while also giving us the information and support we need to manage our operations."

RedPrairie has also taken advantage of the Gage Networks Managed Backup service, developed with industry leaders EMC, for daily data backup and offsite tape storage. Files can be restored within hours in an emergency, while standard requests are usually facilitated within a few days.

FEATURES

- Colocation in a Cable&Wireless Worldwide data centre
- Expert support team and hands-on engineering 24x7x365
- Managed Infrastructure Services and Resilient Internet connectivity
- Offsite Data Backup developed with EMC
- Managed Power Distribution with remote access
- Real-time information through a customised Customer Portal
- CCTV and manned security with defined physical access policies



PARTNERSHIP APPROACH TO EXPERT SERVICE & HIGHLY EFFICIENT FAULT MANAGEMENT

RedPrairie has a team at Gage Networks that is committed to being a true partner. They provide a single point of contact for all hands-on services and support 24x7x365. Engineers proactively anticipate and prevent issues from occurring through constant monitoring of the environment.

"Fault resolution is highly efficient. We know we can call them and get things done," says Connelly "They have people with the know-how to understand and investigate issues when they occur. Even when an issue is not directly related to their service, they'll make the effort to diagnose problems and give us information we

need to help find a resolution," adds Connelly.

Each year the Gage Networks support team visits RedPrairie's office in Alpharetta, Georgia to conduct a detailed review of every element of their service from space, service and bandwidth requirements to the working relationship between both teams.

Connelly concludes, "We have been able to focus on fine-tuning our technology and service development with the confidence of knowing we have a reliable and innovative partner in Gage Networks."