

**EOS e-Library Service®**

**Delivers Enhanced Value,**

**Industry-leading Reliability**

**with EOS.Web® and the**

**EOS Global Data Center**

**EOS**  
INTERNATIONAL

“**The increased efficiency we receive by using the EOS e-Library Service translates into time and cost savings.**”

Marlene Vogelsang  
Resource Specialist  
The Pacific Energy Center

EOS International® has been successfully developing, marketing and supporting library automation software solutions to thousands of clients worldwide for over 24 years! We are headquartered in Carlsbad, California with branch offices around the world. EOS software has been developed by librarians, for librarians and we are committed to providing the most innovative and cost-effective solutions available.

EOS International was the first company to provide library automation and information management software to special libraries. We are now the premier Application Service Provider (ASP) of world-class solutions for special libraries around the globe. EOS International is proud to be the partner of choice for some of the largest and most prestigious legal, medical, corporate and government organizations in the world.

## EOS Global Data Center

The EOS e-Library Service® Global Data Center, wholly owned and operated by EOS International and located at EOS World Headquarters in Carlsbad, CA, houses mission-critical library automation and knowledge management systems for special libraries worldwide. The disaster recovery service included with your EOS e-Library Service ensures business continuity and security for your special library.

## EOS Business Partnerships

As a Microsoft Certified Partner, EOS International has demonstrated expertise in Microsoft products and their successful implementation. Our expertise in optimizing technology benefits our special library clients with increased productivity and faster, easier access to information. In addition, the EOS Global Data Center is equipped with state-of-the-art Dell products from our Authorized Business Partner Dell Inc.



ISV/Software Solutions



# A Commitment to "Service Excellence"

## We Are Different

What sets the EOS International Global Data Center and EOS e-Library Service apart from other vendors is our personalized, hands on approach. Our security and disaster recovery procedures are 100% comprehensive. Once you get up and running with EOS e-Library Service, you'll wonder how you ever lived without it.

## Service Excellence

Just as special librarians and information resource professionals have the particular goal of meeting the informational needs of their parent organizations, EOS International employees are dedicated to understanding, anticipating, and helping our valued clients meet the information access and IT challenges they face every day.

Our long-term partnerships with some of the world's largest law firms contributed heavily towards our vision of a fully Web-based, ASP-hosted solution for special libraries. The end result is that we became the first library automation vendor to wholly own and operate a global data center.

## Enhanced Value

EOS International clients from Japan to Switzerland to the UK, Australia and all across North America depend on EOS e-Library Service to transform their libraries into well-organized, results-oriented information centers that enhance the economic value of their knowledge assets and information resources.

We understand our responsibility and role associated with helping you demonstrate service, value and quality in the daily work of providing the 'information edge' to your organization.

Our award-winning Client Services department provides 24/7/365 toll-free Help Desk services, in addition to both email and Internet-based Support (SupportNet).

## EXPERIENCE . REPUTATION . CUSTOMER SERVICE . QUALITY OF WORK

### SERVICE GUARANTEE

- 99% immediate response to SupportNet and e-mail cases
- 99% telephone response in under 3 minutes
- All clients receive our utmost attention
- All clients are treated with respect, professionalism and patience
- Frequent phone or e-mail progress updates on all open cases provided
- Notification when a case is closed
- Progress tracking
- Automatic quarterly software updates
- TechNotes newsletter
- EOS Client User Group meetings
- Virtual User Group meetings

**Access, share  
and deliver  
information  
whenever and  
wherever  
it's needed.**

## **Cost Efficient**

Today's new technologies and global enterprises demand efficient, cost-effective alternatives in order to provide 24/7/365 service. EOS e-Library Service offers you a better way to manage IT costs and relieves you of the need to configure, maintain, and support a hardware, network and software environment.

## **Eliminates Work for Your Management & IT Staff**

Certified EOS staff configures, maintains and supports the hardware and software environment at our secure global data center. The applications are no longer installed and run on your local computer or network, but are located on powerful, central, remote servers. EOS International becomes your internal IT staff that you rely on for your hardware, network and software support. All you need is an Internet browser to remotely access the software applications in a safe and secure environment from anywhere in the world, 24 hours a day, 7 days a week. For a low annual fee, clients access our industry leading EOS e-Library Service, while feeling at ease that their data is under the watchful eye of our world-class data center staff.

**This increased accessibility to information directly leads to improved quality of work, increased productivity, and shortened discovery lead time. This directly translates into time and cost savings which adds value to your parent organization.**

## **YOUR BENEFITS**

- Low annual service fee eliminates software maintenance costs
- Preserves capital - no up-front capital expenditures enables greater predictability of costs
- Frees management from day-to-day computer hardware repairs and capacity management
- Customizable software features via online administration set-up
- Automatically applied program upgrades & patches monitored for optimal performance
- Diminishes business risk with mission-critical 24/7/365 support and information access
- Eliminates geographical barriers to information without sacrificing security
- Assures business continuity and improved performance
- Eliminates need for fully staffed & trained IT operations at your site

## Broadband Connections

Multiple T1's utilizing the Border Gateway Protocol (BGP) and multiple Tier-1 providers with fail-over T1 communication lines provide broadband connectivity to the Internet backbone complete with 24/7 managed network monitoring. Multiple Tier-1 ISP service provides redundancy for backup T1 connectivity and generator stations with at least 1-day power backup power protection for each T1 line. This redundancy means no single point of network failure.

## High Security

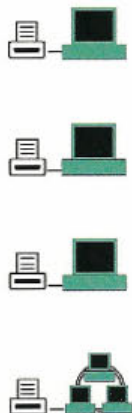
The EOS e-Library network is protected by a secure firewall and managed by a Certified Firewall Engineer. Secure Web Access to EOS.Web is achieved by providing firewall filtering, port forwarding, and 3 levels of security encryption. To allow for authenticated site entry, a Web interface intermediary site can be set up for users who have dynamic IP addresses. EOS.Web adds another level of security, by providing the ability to require secure User Logins to the Web Site. Our Global Data Center has 24/7/365 keycard protection, access is restricted to authorized personnel only and is monitored with video surveillance.

## Disaster Recovery

- Multiple managed services provide Data Center event notification to EOS staff
- Proactive patch management
- Warm, offline redundant servers
- Nightly data backups, protected in a fire-proof vault
- Daily, weekly and monthly off-site back-ups in multiple secure locations
- Separate 24/7/365 data center environmental controls
- Dry fire suppression system
- RAID storage technology
- Symantec virus protection scanning with 24/7/365 push updates
- State-of-the art hardware maintained and upgraded as necessary
- Simplified application rollout for quick recovery
- Diesel generator power backup system

**98.5% Service Availability Guarantee\***

### **EOS e-Library™** Client Workstations



Paris  
Rome  
London  
New York

**INTERNET**

### **EOS International** Data Center



Database Servers  
Web Servers  
Citrix Servers  
UPS & Backup Servers  
Data Center Admin Systems