Intel Extends Managed Hosting Services with New Automation Technology

Intel Online Services, Inc. today announced the launch of a new automated service technology that extends the company's managed services capabilities and adds remote management and other productivity improvements. Australian companies Quantum Leap Consultancy (QLC) and Transcom Software are the first companies worldwide to provide their local customers with shared management and flexible control of e-Business solutions through the service.

The technology, known as Intel® Open Control Technology, is deployed in Intel Online Services' secure Internet Data Centre providing QLC and Transcom's customers with direct access to Australia's highest Internet bandwidth fibre pipe, 24x7 support, full redundancy and disaster proofed reliability. The service, an extension of Intel Online Services' flagship AppChoice℠ Fully Managed offering, is available to customers today, and will soon also be extended in the first half of 2002 to customers that locate their hardware and applications within their own premises' data centres, or other third-party facilities.

"Recent events have made enterprise customers even more aware of the need for decentralising their resources and outsourcing their e-Business integration, operations and management capabilities without losing control of their business," said Dalibor Vrsalovic, president of Intel Online Services. "Our automation technology alleviates those fears by putting control back into the hands of the customer without compromising reliability, performance or security."

Quantum Leap, a provider of technology integration services for the property industry, will roll out its electronic Drawing Distribution System (eDDS) solution to customers, enabling them to collaborate and access shared documents from any location, at any time, worldwide.

"Intel's Open Control Technology has enabled us to deliver our eDDS solution to customers such as Woolworths Supermarkets, providing them with a more efficient method to share information throughout the company and thereby reducing duplication, costs and time delays in completing design projects," said Marc Forestieri, Managing Director, Quantum Leap. "While the servers are located at Intel's Data Centre in Australia, using their Intel Open Control Technology we are able to remotely manage the servers from our office in North Sydney, and Intel Online Services is able to provide 24/7 management from their remote Command Centre in Japan."

The most integral considerations for Transcom when choosing to work with Intel Online Services were reliability, security and greater access speed to mission critical applications and data for its customers in the education, finance and legal sectors.

"Our Colony* solution is a system of distributed autonomous Agents and applications which maximise the collection, creation and management of information and knowledge across all platforms in an organisation and beyond," said Shaun Kelly, Operations Executive Asia Pacific, Transcom Software. "We looked to Intel Online Services' fully managed service to provide greater security and faster downloading time for our hosted mission critical applications. Intel Online Services provided the expertise and market knowledge to give us confidence that we could offer dependable, 24x7 services."

The new patent-pending technology has been in development for the last several years at Intel. It includes a controller that allows hardware, operating system, applications, storage and network infrastructure to be managed as a single unit, called a "customer pod". Intel Online Services manages the operations of that pod and works with the customer to automate routine and administrative tasks, such as repairing, troubleshooting and server provisioning. By utilising the controller through a secure management Web portal, customers can view the status of their services and manage automated operational tasks.

Intel Open Control Technology is a key ingredient in a new family of AppChoice℠ Managed Services available in the first half of 2002.

About Intel Online Services

Intel Online Services, Inc., a wholly owned subsidiary of Intel Corporation, provides managed Web services for the global enterprise. Intel Online Services uses innovative automation technology and standardised capabilities to deliver a range of e-Business outsourcing services for greater flexibility, control and reliability. For more information, go to www.intelonlineservices.com. Intel, the world's largest chipmaker, is also a leading manufacturer of computer, networking and communications products. Additional information about Intel is available at http://www.intel.com/au/eng/pressrm/.

About Quantum Leap

QLC provides technology integration services specialising in clients whose businesses revolve around property and infrastructure projects. QLC was incorporated in Sydney, Australia in 1988. QLC services have been used in areas such a Project Management, Asset Management/Tracking, Property Maintenance, Lease Management, Space Planning, Job Costing, Computer Aided Design, 3D building / data modeling and Landscape Architecture. For more information, visit http://www.qleap.net.

About Transcom Software

Operating in Europe, the USA and Australia, Transcom specialises in Intelligent Agent based solutions for a Web-enabled world. With technology based on natural collaborative systems, Transcom will continue to provide advanced software solutions for all content management, e-commerce, education and entertainment needs in the New Internet Economy. Through these software environments, Transcom is making it possible for users to gain better returns on their information assets, and to turn 'raw information' into useful knowledge. For more information, visit www.transcomsoft.com.