Executive Overview

- HQ: Pittsburgh, PA

- Privately Held

- 15 data centers

- 10 cities

- 472,000 square feet

- Over 1,400 customers

Product & Service Offerings

Infrastructure as a Service (IaaS)

- Cloud – Infrastructure as a Service (IaaS) based upon the VMware ESXi hypervisor
- Colocation – Physical server hosting in eleven (14) data centers in seven (10) cities with 24x7x365 on-site support
- Connectivity – Point-to-point and point-to-multipoint network access that enables the secure transmission of critical data

Managed Services

- Backup – The ability to recover individual files or entire systems with tailored retention timeframes
- Compliance and Security – Various technologies to protect data and facilitate continuous compliance
- Disaster Recovery – Real-time replication and automatic failover between primary and secondary sites
- Network Access – Services that accelerate application delivery and improve security
- Storage – Maximum value for storage of long-term archive data and short-term
- Edge - Expedient Edge delivers a fully managed platform where you need it.

Public Cloud

Optimize your cloud operating model with managed public cloud. Expedient Hyperscale CTRL is a suite of managed services that integrate public clouds within a hybrid cloud infrastructure to achieve optimal outcomes. With a range of tools and services, we chart a plan to select, migrate, and maintain the right workloads, applications, and systems from your current IT estate into the optimal mix of cloud platforms. Integrated Services Include:

- Cloud Discovery - comprehensive system and infrastructure assessment to determine the right environment for each workload.
- Cloud Migration - Leverage our expertise and resources to expedite your cloud migration, deployment to deliver tangible business benefits.
- Cloud Management - Comprehensive monitoring, maintenance, and management frees up your staff.
- Cloud Professional Services - Tailored solutions to optimize IT infrastructure and application platforms through strategic planning, design, deployment, and management.
- Hybrid Cloud Console - End-to-end cloud management platform that enables businesses to provision, manage, control costs and scale efficiently.
- Cloud Security - Common security policy across clouds, threat intelligence, and compliance support to protect businesses from evolving cyber threats.

AI

Expedient AI CTRL removes barriers for organizations to implement AI at scale. It allows organizations to empower employees and simplify AI adoption by addressing common challenges such as data integration, an optimized AI vector store, public and private model optionality, and custom application development, along with multi-model chat, offering a clear path for companies to unlock AI's full potential.

- **Multi-Model Access -** Secure, encrypted access to an ever-expanding universe of AI models
- **Enterprise-Grade Security**
  Single sign-on (SSO) offers ease of access, while role-base access control (RBAC) assures the right people have access to the right tools
- **Seamless Data Integration**
  Real-time data integration from SaaS platforms, databases, and spreadsheets vital for AI models
- **Comprehensive API**
  Expansive program interfaces to build new and integrate AI capabilities into essential business applications
- **AI Vector Store**
  Vector stores combined with Retrieval-Augmented Generation (RAG) for real-time data access, fast searches, scalability, and versatile applications
- **Edge Computing Capabilities**
  Reduce latency, decouple AI from public internet access, and enhance real-time AI decision-making
- **Organizational Observability**
  Usage and cost info by user, query, and other variables to optimize AI roll out
- **Scalable Compute Resources**
  On-demand access to computing resources essential for AI model training, allowing for cost-effective scaling
- **Flexible Hosting Options**
  Cloud-based or edge-based hosting for AI models based on specific needs

Cloud Native

The Enterprise Cloud Native platform from Expedient is a powerful, fully managed solution that has everything you need to get started on your cloud native journey without the overhead and learning curve of building your own platform from scratch.

- **Kubernetes Lifecycle Management**
  Fully-managed upgrade process, including pre-flight checks to ensure that all of your current applications are compatible with the new version before updating.
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  Fully-managed upgrade process, including pre-flight checks to ensure that all of your current applications are compatible with the new version before updating.
- **Role Based Access Control**
  Provide granular cluster, project, and pod level access to your infrastructure and developer teams.
- **Fully Functional REST API and CLI**
  Integrate the platform into your application lifecycle without the manual effort.
- **Authentication Integration**
  Natively integrate to your central authentication service where you control the lifecycle of accounts and access.
- **Toolset Compatibility**
  Integrate with your existing tools like Terraform, Ansible, Splunk, Slack and more.
- **Built-in Monitoring**
  Grafana and Prometheus provide deep performance data on your pods and clusters.

- **Persistent Volume & Data Backup with Portworx**
  Store and protect your data on a platform that scales with you.

- **Integrated with Elastic Observability**
  Platform level logging to pull all events into Elastic for security and troubleshooting needs.

Data Management

Expedient Cloud Data Protection is designed to get your resources backed up quickly and painlessly, and ready to restore at a moment's notice. With automatic inclusion policies and managed patching and maintenance, you won't have to think about "backups" unless you need to recover.

- **Full System Backups**
  Full VM or file level backup and restore for Windows and Linux servers

- **Strong Encryption**
  In-flight and at-rest based on AES-256

- **Highly Secure**
  FIPS certified platform with RBAC and Two-Factor Authentication

- **Protection**
  Integrated support for SQL Server, Oracle, MongoDB, and others

- **Office 365 Support**
  Backup OneDrive, Exchange, and Sharepoint to perform granular search and restoration of files, mailboxes, messages, and attachments without doing a full restore

- **Simplified Management**
  Intuitive single-pane, web-based dashboard

- **Cloud Archiving**
  Ability to leverage low cost S3 compatible deep archive storage

- **Flexible Sizing**
  Offered per TB of disk with adjustable retention periods

- **Deep Search**
  Fast web-scale file system with wildcard functionality for quick discovery of VMs, folders, and individual files

- **Efficiency**
  Powerful deduplication and compression for maximum space savings

Disaster Recovery

Outages demand options, and our Disaster Recovery as a Service (DRaaS) plans offer multiple options, built with an IT resiliency strategy that uses multiple tiers of RTO/RPO to align your recovery to business criticality.

- **Scalable Deployment**
  Our purpose-built DRaaS solutions have been deployed across hundreds of different environments and thousands of VMs, so we can protect your workloads at scale.

- **Best-of-Breed Technology**
  With technology options from Zerto, VMware, Nutanix, and Cohesity, you can take advantage of the best disaster recovery capabilities without the management or maintenance

- **Tailored Solutions**
  We'll help you match the criticality of your workloads to the DR solution that provides the most value

- **Disaster Recovery Testing**
  Integrate the platform into your application lifecycle without the manual effort.

DRaaS for Nutanix

With Disaster Recovery as a Service (DRaaS) for Nutanix, Expedient takes on the burden of that complexity and offers different tiers of recovery point objectives (RPO) and recovery time objectives (RTO) to align with your IT resiliency goals. We also provide hands-on expertise that specializes in recovery processes.

- **Scalable Deployment**
  Our DRaaS solutions are purpose-built to handle peak loads during outages

- **AHV Native Disaster Recovery**
  DRaaS for Nutanix is built for AHV from the start and uses Nutanix Disaster Recovery, ensuring your failovers are smooth and painless without the overhead or maintenance

- **Tailored Solutions**
  Match the criticality of your workloads to the RTO and RPO requirements that provide the most value

- **Co-Managed Options**
  Choose from a pure infrastructure as a service for maximum control or a fully managed disaster recovery service to minimize the burden of management

- **Disaster Recovery Testing**
  Integrate the platform into your application lifecycle without the manual effort.

Edge Computing

Expedient Edge is an end-to-end compute platform built to run your workloads at edge locations on redundant hardware with remote management and support provided by Expedient. From hardware deployment and maintenance to virtualization support, networking, and storage, Expedient Edge delivers a fully managed platform.

- **Highly available**
  The platform is deployed with a minimum of three nodes, ensuring that during hardware failure or maintenance your workloads will be available

- **Built for anywhere**
  Smaller than a carry-on suitcase, Edge is built to go into both clean computer rooms and not-so-clean wiring closets

- **Fully managed**
  Expedient will handle day-to-day maintenance, patching, and break-fix repair of the infrastructure

- **Simplicity**
  Expedient Edge is simple enough for non-IT staff in remote locations to install with minimal instruction. Smart-hands install is also available to perform deployments

- **Single management plane**
  Manage your sites from one single location to make deploying and maintaining your workloads a breeze

- **Extend your cloud**
  Expedient services including Multi-Cloud File Storage, Cloud Data Protection, Push Button Disaster Recovery, Multi-Cloud Firewall and Operations CTRL are all available on the Edge platform

- **Consolidated networking**
  With integrated switching, your only network requirements are two switch ports and internet connectivity

- **Integrated Storage**
  Shared storage is integrated with the platform so your workloads are available even in the event of a host failure

- **Multi-Cloud Enabled**
  Expedient Edge integrates with infrastructure across your environments, from on-premises to Expedient Enterprise Cloud to hyperscale cloud providers

Enterprise Cloud

Expedient Enterprise Cloud offers robust security, containers, automation, and simplified management and monitoring in a user-friendly interface.

- The most cloud-like experience available from a VMware cloud service provider
- Always on security measures provide peace of mind
- Gain development flexibility with self-service Kubernetes cluster deployment

Operations CTRL

With Expedient Operations CTRL, let Expedient manage and monitor your operating systems to enable your team to play a greater role in solving problems for your business.

- **Monitor Workloads Anywhere**
  Support for on-premises, enterprise, and hyperscale clouds, all from one console
- **Integrated Log Management**
  Consolidate your logging into the same system as your monitoring for a full view of your environment
- **User-Friendly Dashboards**
  Get to the bottom of a problem faster
- **Fully Managed**
  Expedient manages the platform so you can focus on your workloads
- **Endpoint Security Integration**
  Bring your Expedient Endpoint Security events in to add malware and adversary alerting to your dashboards
- **Coordinated Patching**
  Expedient will patch your servers and even manage patching with service turndown based on your workloads' specific needs
- **Notification Integration**
  Connect and integrate alerts to your existing ticketing systems to get the right people on the problem faster
- **Customized Alerting**
  Reduce alert fatigue by tuning your alerting to exactly what you need and nothing more

Sales Engineer Take On Best Fit

15 data centers in 10 US markets. All data centers are interconnected by a private multigigabit network. Maintenance of detailed security and control policies and audits are in accordance with SSAE-18, SOC1, SOC2, HIPAA and PCI standards. All facilities have N+1 or 2N redundancy. Ideal colocation deployments/requirements up to 250 kW at an average of 5-8 kW per cabinet (secure cabinets or cages).

They also provide an IaaS and multiple managed services focused on data protection (e.g. Backup, DR, Edge Compute). They also have gone to market with an AI CTRL helping organizations remove barriers to implement AI at scale. They are a full stack Cloud Service Provider with more offerings than just data center.

Their free cloud assessment and deliverable is world class. It helps customers determine which workloads should be in cloud and which ones should be on prem.

They now provide an A.I. aggregation tool using Expedient AI Chat and combining numerous LLM models into a single log in.

-Rick Mischka, Cybersecurity FSE

Key Features & Differentiators

- **Comprehensive Cloud Solutions**: Offers a complete suite of services, including Enterprise Cloud, Disaster Recovery as a Service (DRaaS), and hybrid IT solutions tailored to business needs.

- **Nationwide Data Center Presence**: Provides a robust infrastructure with a national network of data centers and cloud points of delivery for scalability and reach.

- **Low-Latency Connectivity**: Ensures fast, reliable connections between Expedient data centers and major hyperscale cloud providers with low-latency cloud on-ramps.

- **Integrated Security Solutions**: Embeds best of breed security measures throughout the solution portfolio, offering comprehensive protection for data and applications.

- **Compliance and Attestation Services**: Supports audit and compliance needs with full attestations to meet industry standards and regulatory requirements.

- **White Glove Managed Services**: Delivers high-touch, personalized managed services for exceptional customer support and service.

- **Seamless Legacy Modernization**: Facilitates transitions from legacy systems to modern, cost-effective cloud operating models for operational simplicity.

- **Innovative AI Technologies**: Leverages AI-driven tools for optimized cloud management, predictive analytics, real-time threat detection, and data-driven insights, enhancing efficiency and security.

- **Expert Multi-Cloud Management and Security**: Provides seamless multi-cloud management with integrated security offerings, allowing businesses to manage and secure various cloud environments efficiently.

- **Expert Public Cloud Management**: Provides expert management and security solutions for public cloud environments, enabling businesses to effectively leverage multi-cloud strategies.

- **Customer-Centric Approach**: Focuses on delivering personalized solutions that address specific business challenges and drive digital transformation success.

Top Industries Served

- Other

Ideal Customer Profile

Ideal Customer
- Identifies with the need for one or more of our four exceptional outcomes

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- Has a change event requiring a reaction
- Needs our help because they lack one or more skill sets or resources
- Operates workloads that rely on hardware redundancy and client/server configurations

Target Roles

- **Business User** – People working in a specific role looking for success measurements like operational efficiency, successful implementation and other improved performance metrics that they're not otherwise achieving.
- **Security Officer** – Someone who has accountability for security and compliance to a partial or whole extent and who values managed security services and a broad scope of capabilities from a single vendor.
- **Executive/Owner** – A top-level leader focused on the levers of the business that deliver things like improved profitability, return on investment (ROI), increased capability, and generally any aspect of the profit and loss (P&L) statement.
- **IT Generalist** – People in a role like this may have some tentativeness about outsourcing, however, they also have a big learning curve that can be difficult to address without help. They need to meet their goals, but challenges that we can address stand in their way.

Target Verticals

- Healthcare
- Financial
- Software as a Service (SaaS)
- Professional Services
- E-commerce/Retail
- Manufacturing
- Aerospace/Defense
- Architecture/Engineering
- Commercial
- Energy/Utilities
- Higher Education
- Hospitality/Entertainment
- Insurance
- K-12 Education
- Legal
- Non-Profit
- Pharmaceuticals
- State/Local Government
- Technology
- Transportation/Logistics
- Distribution

Qualifying & Technical Questions

- Have you begun integrating cloud computing solutions into your business?
- What are you looking to gain from a cloud or as-a-service solution?
- Are you looking to enhance or evolve your business continuity/disaster recovery strategy and solution? Do you have Capex constraints (whether it be money, staff or time to get the servers into production) that are prohibiting you from executing on IT

projects?
- Does the client have a qualify event (they need more space, power, servers that are end of life, security, etc.)?

Elevator Pitch

Expedient is a Full-Stack Cloud Service Provider (CSP) and curator of leading technologies designed to simplify IT operations and enable desired business outcomes. We help our clients overcome the challenges of modernizing and managing their IT infrastructure across multi-cloud environments.

Objections & Rebuttals

Cloud isn't reliable enough for my business needs?
Expedients Pods are built leveraging truly enterprise class technology and infrastructure with an architecture and design aimed at meeting the requirements of today's enterprises.

My business' security and compliance needs don't allow for cloud?
In some cases this may be the case but depending on those requirements and needs, Expedient, given the enterprise class architecture, and the ability to customize the solution to accommodate most specific security requirements means many enterprises can leverage clouds and still meet security needs.

Managed Cloud Services mean giving up control of my environment which we can't do?
Expedient gives you the ability to manage a much or as little as you would like. You can also opt in to a co-managed environment that will give you coverage flexibility or after hours support.