

Innovit Cloud Hosting Services

FULL DEPLOYMENT FLEXIBILITY

Innovit has global partnership with TechData in offering different types of hosting services. The Innovit hosting environment is maintained and managed at TechData's state-of-the-art data centers around the world. Innovit provides three types of hosting services to meet the unique industry and organizational demands of its customers.

- Option 1: Public (Multi-Tenanted) Cloud
- Option 2: Hybrid Cloud
- Option 3: Private Cloud

OPTION 1: PUBLIC (MULTI-TENANTED) CLOUD (SHARED APPLICATION SERVER AND SQLS DATABASE)

Your organization enjoys the use of a shared virtual server, a shared instance of the Operating System (Windows), and a shared DBMS (SQL Server). You will share an instance of the JEE Application Server software (JBoss) and Innovit's MDM/Workflow applications. Your data will be segregated by the Innovit application, and not by the DBMS or Operating System. Your data is secured behind the server's firewall from unauthorized users, but it is mingled in with the data from other companies that share this instance of the Innovit MDM/Workflow application.

A standard 'shared environment' will comprise of the following specifications:

- Windows Server
- SQL Server
- 3 GB of data storage for business data
- 5 GB of upload & download of data traffic
- Daily managed backup
- Fully managed shared redundant firewall
- System maintenance and 24x7 monitoring
- 24-months minimum contract
- Price available upon request

OPTION 2: HYBRID CLOUD (DEDICATED APPLICATION SERVER AND SQLS DATABASE)

Your organization enjoys the use of a shared virtual server, a shared instance of the Operating System (Windows), and a shared DBMS (SQL Server). You will have a dedicated instance of the JEE Application Server software (JBoss) and a dedicated instance of Innovit's MDM/Workflow applications. You will also have the security of a dedicated database such that the database for each instance of the MDM/Workflow application is segregated and managed independently by the DBMS. Your data will be totally secured and segregated within this virtual environment by the DBMS, which sits behind the firewall. Other companies cannot access your data or your database, only Innovit administrators have access to the DBMS and Operating System, neither your users nor any other user has access to this level of the hosted infrastructure.



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"Innovit Cloud
Hosting Services
give customers full
flexibility and agility."

A standard 'dedicated environment' will comprise of the following specifications:

- Windows Server
- SQL Server
- 10 GB of data storage for business data
- 10 GB of upload & download of data traffic per month
- Daily managed backup
- Fully managed shared redundant firewall
- System maintenance and 24x7 monitoring
- 24-months minimum contract
- Price available upon request

OPTION 3: PRIVATE CLOUD (DEDICATED VIRTUAL SERVER)

Your organization enjoys the full use of a dedicated virtual server, a dedicated instance of the Operating System (Windows) and DBMS (SQL Server). You may install multiple instances of the JEE Application Server software (JBoss) and multiple instances of Innovit's MDM/Workflow applications with running concurrently within this virtual server. Each instance of the MDM/Workflow application has a dedicated database that is managed within your dedicated instance of the DBMS. Other organizations cannot access your server, only you or a nominated Innovit administrator can have access to the DBMS and Operating System. Your data will be totally secured and segregated within this virtual server behind the firewall.

A standard 'private cloud environment' has the following minimum specifications:

- Windows Server
- SQL Server
- 2 Core Server and 16 GB of RAM
- 2 x 100 GB disk partitions for business data storage
- 50 GB of upload & download of data traffic
- Daily managed backup
- Fully managed shared redundant firewall
- System maintenance and 24x7 monitoring
- 24-months minimum contract
- Price available upon request



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INCLUDED SUPPORT SERVICES

Innovit Cloud Hosting comes included with the following support services:

- Immediate telephone access to our Tier II Support Engineers (SEs) during normal business hours for all support-related issues. Even in cases where the issue is not Innovit-related, our SEs will assist you in identifying the cause of the problem and recommend appropriate action for you to take.
- During normal business hours our SEs actively monitor all customer servers and proactively take whatever action is needed to address problems.
- We provide 24/ 7 standard monitoring of the following:
 - HTTP (your Web APP), FTP availability, Ping, TCP Ports, DNS
- In the event of a hardware failure either during or outside business hours, we guarantee you – in writing and backed by monetary penalties – a 4-hour maximum fix-time from the time we are alerted to the problem. This is in stark contrast to most other hosting companies who generally will only be prepared to offer you a 4-hour problem response guarantee, with no fix-time guarantee.
- We install, manage and update on-server antivirus software
- We take responsibility for all patching and updating of the system software (the OS, IIS, and SQL)
- We apply patches on a regular basis and monitor the system to ensure that patches are applied successfully
- We provide on-server monitoring of CPU, RAM, and hard disk utilization and send you notifications whenever these resources are being constrained

ABOUT INNOVIT

Innovit's globally certified product data management solutions protect revenue streams, reduce supply chain costs, improve online product marketing effectiveness and ensure regulatory compliance. Delivering the fastest time to value for a complete end-to-end solution with preconfigured modules that have out of the-box data validation, the broadest global coverage for data synchronization, and publication capabilities to support maximum syndication advantage for omni-channel ecommerce. Operating since 2000, Innovit is based in San Francisco CA with offices in London, Sydney and Melbourne and customers such as Johnson & Johnson, Kellogg's, 3M, Colgate Palmolive and B. Braun across diverse industries including healthcare, CPG and automotive aftermarket.

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