



Managed Hosting Options for the eEquip! Enterprise Asset Management Solutions – Features and Benefits

E-ISG Asset Intelligence provides Managed Hosting services to its eEquip! Enterprise Asset Management software. To the customers, the benefits from the Managed Hosting services include:

- 1. No hardware costs (application server + database server + backup)**
- 2. No software license cost (Microsoft SQL)**
- 3. No need for any internal IT resources to support the eEquip! software**

From our experience, accessing internal IT resources in a timely fashion is often the challenge in our customer organizations. Typically, **it takes 3X amount of time** to solve a problem if we need to schedule these resources with the internal IT team, compared to what it takes to solve the same problem for our Managed Hosting customers.

That's why we believe customers should choose Managed Hosting services if they decide to own the license to the eEquip! software. (An alternative to owning the license is to subscribe to the eEquip! Software as a Service).

E-ISG Asset Intelligence provides two options for Managed Hosting

1. Managed Hosting – Basic
2. Managed Hosting -- Single Tenant

The next few pages will list the detailed features and benefits for these two options.

Features and Benefits in Managed Hosting – Basic

	Features	Benefits
User support	Between users and E-ISG, no need to involve the customers' IT team	Faster resolution of problems (3X faster)
Software update	Supported by E-ISG, coordinated directly with users	Faster deployment of latest product enhancements
Configuration of Application Server	Dedicated virtual server per customer	Configuration is optimized for eEquip!
Configuration of Database Server	SQL Server 2014 Enterprise	Database server is optimized for eEquip!
Maximum concurrent users	100	Identical latency (8 seconds) for all users if the concurrent user number is within limit. Application is configured for handling single server resources.
Data Security		
<ul style="list-style-type: none"> • Application layer 	<ul style="list-style-type: none"> • Form based authentication • Single Sign on with dedicated VPN (Optional) 	Application security allows for role-based login. With a dedicated VPN, Federated Active Directory is supported, which does not require extensive configuration.
<ul style="list-style-type: none"> • Database layer 	<ul style="list-style-type: none"> • Firewall protected 	Data security is designed to prevent cyber attacks. Database is not visible to the outside world and cannot be accessed without the application services. All database activity is protected by a firewall IP access list.
<ul style="list-style-type: none"> • Cloud layer 	<ul style="list-style-type: none"> • Collocation using virtual servers • Virtual private connection to local servers • Back up database every hour 	Server backup to cloud allows for redundant storage and use of cloud servers if required.

Features and Benefits in Managed Hosting – Single Tenant

	Features	Benefits
User support	Between users and E-ISG, no need to involve the customers' IT team	Faster resolution of problems (3X faster)
Software update	Supported by E-ISG, coordinated directly with users	Faster deployment of latest product enhancements
Configuration of Application Server	Dedicated virtual server per customer	Configuration is optimized for eEquip!
Configuration of Database Server	SQL Server 2014 Enterprise Cluster	Database server is optimized for eEquip! application and designed for scalability
Maximum concurrent users	450-10,000	Identical latency (8 seconds) for all users if the concurrent user number is within limit. Application Server is configured for large scale use, scaling up as demand rises.
Data Security		
<ul style="list-style-type: none"> • Application layer 	<ul style="list-style-type: none"> • Single sign on with dedicated VPN (included) 	Application security is customized for your enterprise. Server is not visible on the open network and requires either a dedicated or client-based VPN to access the application.
<ul style="list-style-type: none"> • Database layer 	<ul style="list-style-type: none"> • Firewall protected • Active and at rest data is both encrypted 	Data security is designed to prevent cyber attacks. Using Transparent Encryption, data is encrypted inside the database so that any backup files cannot be used without the correct encryption keys. Additional firewall rules prevent visibility to unauthorized users.
<ul style="list-style-type: none"> • Cloud layer 	<ul style="list-style-type: none"> • All application and database servers are virtual • Instant failover support 	Application and database failover is to the cloud. We maintain a hot copy of the servers on AWS or Azure ready to power during a maintenance event or an unexpected issue.
<ul style="list-style-type: none"> • ITAR Requirements (International Traffic and Arms Regulations) 	<ul style="list-style-type: none"> • Use FEDRAMP Certified Cloud (Azure Government, AWS GovCloud) for dedicated service 	Data and Servers are stored on protected virtual private clouds that are certified for storing sensitive information.

Scaling Up Managed Hosting Services

Overall, customers can choose one of the two Managed Hosting options, to support different asset tiers. One eEquip! license can only be used for a single site installation, i.e. the application can only be installed in one server. If customers wants to have the eEquip! application installed on different servers, to serve diverse geographic locations, they can purchase multi-site licenses, to save costs on individual licenses. Multi-site licenses support unlimited assets.

- **Multi-site level I** license allows the installation of eEquip! in up to 5 servers.
- **Multi-site level II** license allows the installation of eEquip! in up to 10 servers.

The following table summarizes the pricing models for Managed Hosting services:

Options	Available Asset Tiers	Pricing Model
eEquip! with Managed Hosting – Basic	25k, 100k, 250k, unlimited	<ul style="list-style-type: none"> • Perpetual License + annual fee for Managed Hosting (basic) • Perpetual license can be for single site installation and multi-site installation
eEquip! with Managed Hosting – Single Tenant	25k, 100k, 250k, unlimited	<ul style="list-style-type: none"> • Perpetual License + annual fee for Managed Hosting (Single Tenant) • Perpetual license can be for single site installation and multi-site installation