



Hosted Solution Frequently Asked Questions

1. Data protection

- a) From a database perspective the hosted system contains greater data protection than the non-hosted.
- b) Your hosted system is a distinct instance of the system and it is not shared by other clients.
- c) Personal detail held on the system is not available to any other organisation.
- d) Your hosted system will be held on a secure site (https://) using a Thawte SSL 128 bit Certificate.

2. Back Ups

- a) An incremental back up of data is undertaken every night.
- b) A full back up of the system is made every week.

3. Down time for system maintenance

The server is managed by Rackspace who guarantee 100% up time unless undertaking scheduled maintenance.

Rackspace inform us that scheduled maintenance can take place whenever necessary. They do their utmost to ensure that the notice period is adequate for clients to take necessary action. The average notice period is approximately a week; however, this will depend on what the maintenance is for.

4. Support

User support is provided by Redkite as per our existing agreement.

The servers are supported by Rackspace on a 24 x 7 x 365 basis.

Frequently Asked Questions

What are the benefits of a hosted system?

1. No need to purchase SQL Server user licences. These are provided within the hosted cost.
2. Unlimited access within the terms of the licence.
3. Authorised personnel can access the system from any location via a web browser. This means staff can update records from home or work as required.
4. No need to purchase or maintain network infrastructure. This is provided as part of the hosted solution.
5. Direct on-line telephonic support from Redkite means that we can solve problems and correct errors.
6. Redkite can provide telephonic training and support as a hosted solution allows Redkite, with your permission, to interact with the system in tandem with yourself.

Technical

Hardware

Machine: Rackspace Tower Server

OS: Windows 2003 Server

Processor: Single 2 GHz AMD Athlon 64-bit processor (3200+)

Memory: 1GB ECC DDR RAM

Hard Drive: 2 x 73 GB SCSI RAID 1

Port Monitoring: Rackspace Platinum

Managed Backup

25 GB, 2 weeks retention

Weekly full backups with daily differentials/incrementals

Managed Security

Managed Firewall is a CISCO 501

Dedicated fully managed firewall

Microsoft SQL Software

Microsoft SQL 2000 Workgroup Edition

Microsoft SQL Back Up Agent

SSL Certificate

Thawte 128 bit