



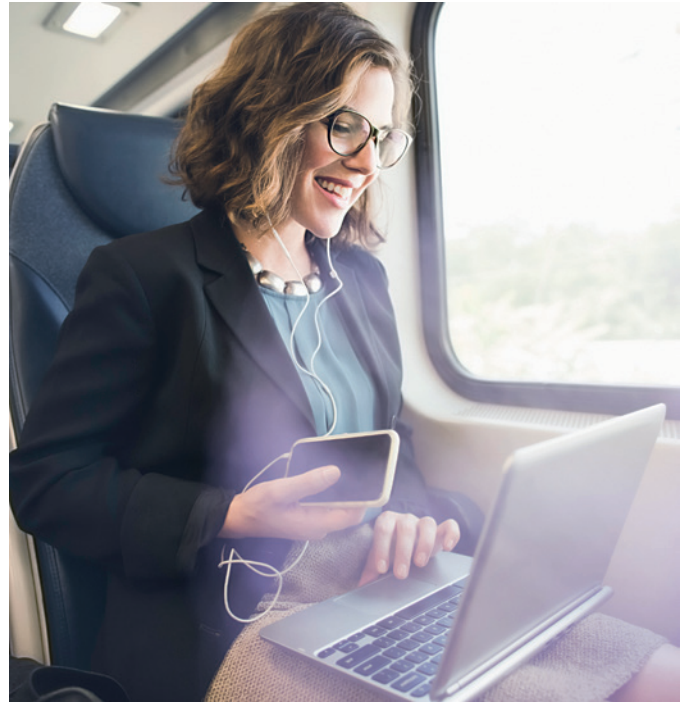
**Integrated Business
Software & Solutions**






Integra
in the Cloud




Secure, reliable and cost effective Cloud solutions that grow with your business

IT forms the backbone of most organisations. If a critical system fails, the business cannot carry on with its day-to-day operation. But employing (and retaining) skilled IT support staff can be expensive, adding to your cost burden and impacting on profitability. Hosting solutions in the cloud is a proven way of taking away the 'pain' of supporting IT and reducing the risks and costs associated with running a complex IT system. Cloud services have been available for many years but now, new cloud solutions and Software-as-a-Service (SaaS) developments have put them within the reach of organisations of all sizes. By moving your Integra application into the Cloud you benefit from a fully managed and hosted cloud service that eases your IT burden and frees your resources to focus on critical operational activities.



P2P Enables:

-  Enhanced performance and resilience with pre-agreed service levels
-  Scalability – grows with your business and flexes to suit requirements
-  Significant operational cost savings – up to 35%

-  Enhanced performance and resilience with pre-agreed service levels
-  Access to skilled IT staff at all times
-  Reliable and secure with full disaster recovery capability to ensure business continuity to ANSI/TIA Tier 3 standards





What's Integra in the Cloud all about?

Simply put, Integra-in-the-Cloud involves outsourcing key elements of your IT system and infrastructure to us at Integra Business Software and Solutions (IBSS). We 'host' and manage the software, hardware and applications of your Integra environment from our secure data centre, leaving you free to focus on your day to day business operations and achieving your goals rather than on your IT.

What's more, we operate according to pre-agreed service levels, giving you peace of mind and security that your IT systems won't ever let you down. This means you can continue to reap the operational benefits of your Integra environment without worrying about any of the software or hardware maintenance. In addition, all our cloud solutions are 'future-proofed' and continuously develop as technology evolves so you can be assured that your system is always up to date.

Reliable, secure, high performance solutions from IBSS

IBSS's UK based secure campus data centres are built on and surrounded by former MOD land which means our facilities are endorsed to the highest levels of physical security. In addition, our close proximity to the dual source of national grid infrastructure ensures a continuous power supply. All our centres operate according to ANSI/TIA Tier 3 standards. This ensures that different levels of security and resilience can be accommodated according to individual requirement.

Our centres have full disaster recovery plans in place and are regularly and fully tested so that in the case of a power failure or even a major incident, service will not be interrupted. What's more, IBSS's data centres are uniquely constructed in a modular pattern to accommodate different levels of security and resilience according to individual customer requirement. This enables us to deliver significant savings in running costs, which we pass onto our clients, ensuring our service offers unrivalled performance and value.

Comprehensive support

All our clients are assigned a dedicated Customer Service Manager so you have an immediate source of information and advice about all aspects of your Integra solution. Furthermore, we provide an activity summary and help desk log analysis so you can see all resolved and unresolved logs whenever you need to. We use our specialist Oracle database performance diagnostics to access and monitor the ongoing performance of your database and provide you with an up to date summary of activity as part of our standard service. So you are kept in touch, informed and aware at all times.

Customised pricing with no hidden costs

There is no 'standard' cost for Integra in the Cloud, as each is tailored to the precise requirements of you and your organisation. Costs are calculated based on usage expectations of software, the underlying hardware requirements and any necessary consultancy and training support. The great thing about Integra in the Cloud is that there are no hidden costs; everything is fully known prior to the service launch. We can also offer you a fixed price over a certain amount of years. This means that you can forward plan with confidence, knowing how much your IT will cost you year-on-year.



Service Managed:

Database Management	Gold	Silver	Bronze
Full Management of Database Including:-	X		
• Performance Management	X	X	
• Performance Management	X	X	
• Log Management	X	X	
• Data Management	X		
• Volumetric Management	X	X	
• User and Resource Management	X	X	
• Process Management	X	X	
• Security management	X	X	
• Housekeeping Management	X	X	
• Database Cloning	X	X	
• 1 Database Upgrade & Unlimited Database Critical Patching	X		
• 1 Database Upgrade & 4 Patches		X	
Access to DBA's (Mon-Fri : 08:00 – 18:00)	X	X	
Limited Access to DBA Support (Mon-Fri : 08:00 – 18:00 : 20 Hours pa)			X
Real-time Database alerts	X	X	
Quarterly Database checks and report, inc recommendations.			
Quarterly Service Review Process	X		
Bi-Annual Service Review Process		X	
Backup and Recovery	X		
Assisted Backup and Recovery		X	
Service Management	X	X	
Monthly statistics	X		
Operating System Management	Gold	Silver	Bronze
Real-time system alerts and fix	X	X	
Real-time system alerts			X
Access to an System Administrator (Mon-Fri : 08:00 – 18:00)	X	X	
Access to an System Administrator (Mon-Fri : 08:00 – 18:00) (20 hrs pa)			X
1 Upgrade & Unlimited operating system patches	X		
Quarterly Operating system Patches		X	
Annual upgrade			X
User Management	X	X	
Security Management	X	X	
Process Scheduling	X		
Terminal Server/ Citrix Management	X		
Backup & Recovery	X		
Assisted Backup & Recovery		X	
Virtualisation Management	X		
Quarterly Service Review Process	X		
Bi-annual Service Review Process		X	
Service Management	X	X	
Monthly Statistics	X		
Quarterly Statistics		X	

Integra Application Management	Gold	Silver	Bronze
2 Integra Upgrades per year	X		
1 Integra Upgrade per year		X	X
SPC Administration	X	X	
• Parameter management	X	X	
• Print/Batch Queue Management	X	X	
• Job Batch creation & Support	X	X	
• Script Maintenance	X	X	
Housekeeping	X		
Thin Client Installation/Configuration	X		
RAS Server management	X		
Integra Scanner Management	X		
Integra Server Print Management	X		
Quarterly Service Review Process	X		
Bi-annual Service Review Process		X	
Service Management	X	X	
Upgrade Management			X
Integra Disaster Recovery	Gold	Silver	Bronze
Cloud Managed "DR On Demand" solution	X	X	
Local Setup			X
Point Of Time Restore	X		
Night before Restore		X	
Point Of Time Restore or Night before Restore			X
10 concurrent user Fail over with 14 Day switch back.	X		
5 concurrent user failover with 7 Day switch back.		X	
Creation and Administration of Integra DR Plan.	X		
Annual DR Test	X	X	X
DR Management	X	X	

About Integra Business Software and Solutions

Integra Business Software and Solutions provides world-class financial management software, e-procurement and bespoke solutions to service centric organisations, helping them to realise strategic cost savings and modernisation objectives. Today over 400 clients use our innovative solutions to increase their operational performance.

Learn more at www.ibsoftwaresolutions.com



Integrated Business Software & Solutions

To find out more about Integra in the Cloud,
please contact us at

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