



## **ASP Services Data Sheet**

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### **ASP Philosophy**

An ASP, or Application Service Provider, is a service firm that delivers, manages, and hosts software applications through centrally located servers in a "rental" or lease arrangement. In addition to the management and administration of applications, ASP's may also be involved in the sales and ongoing support to customers.

### **ANS's Application Hosting Services:**

ANS's application hosting services delivers high-end network and computing solutions for you at a fraction of the cost of setting up your own system to deliver the applications you need. Our server farm is specially designed to allow your applications to run seamless with your existing network. In other words, the application may appear to be running locally on your machines, but in fact it is being executed from our server farm. Even while using the applications on our system, you have access to local peripherals, including your printers and disk drives.

### **Popular Applications that ANS currently hosts for customers include:**

- Microsoft Office Suite (Word, Excel, PowerPoint, Access, etc.)
- Microsoft Exchange
- QuickBooks
- Goldmine
- Document Management
- Fax Applications
- Numerous other custom Windows-based applications

### **Some of the many advantages of ANS's Application Hosting include:**

- No servers or network equipment to purchase
- Reduced IT costs
- No need for additional IT staff
- Remote access from any location
- Works with Windows, Macintosh, UNIX, and even DOS systems
- High performance computing
- Secure access with 128bit SSL and public/private certificates

### **Data Center Facility and Capabilities**

Location:

Our servers are located in a secure facility. The facility is staffed by certified systems engineers. The facility maintains multiple connections and methods to the Internet to optimize traffic and route around any outages. The facility is located in a wing of our office and in close proximity to our support staff homes in case of emergency.



#### Hardware:

We have attempted to eliminate as many single points of failure as possible in our server and network architecture. All servers have a raid-5 array of hard disks to eliminate any downtime with a single hard drive failure. We use dual power supplies when possible and the servers are outfitted with a minimum of two network interfaces to avoid problems. When possible we have clustered our servers together or placed them in a Citrix server farm to provide additional redundancy. We recommend to our customers that are hosting mission critical applications that they host a minimum of two servers with us to offer cluster/failover capabilities.

#### Monitoring:

All servers are monitored 24 hours a day and we are paged if any problems occur. Additionally, we provide our customers with the ability to remotely power cycle their dedicated servers if they are handling administrative tasks.

#### Support:

We only use equipment from major manufactures. All of our servers are Compaq Proliant servers and we maintain service contracts for each server that requires Compaq to respond on hardware failures. We also carry some spare parts and spare servers as additional backup. As a Compaq partner, we have access to high level technicians with Compaq in case of a software/hardware issue 24 hours a day.

ANS is a Microsoft Certified Partner as well as a Microsoft ASP Hosting Partner. With this relationship with Microsoft we have access to 24 hour emergency support with any of their business products or operating systems.

### **Bandwidth Capabilities**

We offer connectivity from virtually anywhere in the world, providing customers with global access to software applications. Customers can access our data center via:

- ANS Fiber Sonnet Ring Private Network with redundant Tier 1 Internet Providers
- Internet via any method (dial-up, DSL, Cable Modem)
- Virtual Private Network (VPN)
- Frame Relay through AT&T Corporation, Sprint Corporation and MCI WorldCom, Inc.
- Private point-to-point lines

Note: While connection speeds may vary, 33.6k to 56kbs dial up modems are capable of accessing the data center (typically used for remote road users). We prefer reliable T1 access, although we support DSL, ISDN or Cable modem access.

### **Security Features**

ANS uses Microsoft Windows NTFS security at the server level, and documents are sent to the server using ICA, which encrypts information and offers an additional level of security. All user sessions are encrypted. The default encryption level provides bi-directional encryption between the server and the client using RSA Security's RC4 encryption algorithm, using a 40-bit key. Our system also supports 128-bit bi-directional encryption if necessary for a solution.



ANS uses fault tolerant web servers and Citrix Secure Gateway (CSG) servers for access to our data center. These servers utilize advanced clustering and 128bit certificates to protect users and data from hackers.

ANS also protects users from:

- Seeing programs other than those specifically designated.
- Running programs, including downloaded applications other than those specifically designated.
- Seeing share points other than the one specifically designated.
- Accessing any data other than their own.
- Viruses from email or other sources.

### **Backup Capabilities**

ANS performs daily backups of system files for all servers. At pre-determined intervals, and within regular production schedules, ANS performs additional tape backup of files and keeps these tapes off-site. We provide each user with a "remote disk drive" so files can be stored on our servers which are backed up every day. Users do have the choice to save files on our servers in their "remote disk drive" or on their own computers

### **Specializing in Citrix MetaFrame XP and Microsoft Terminal Server**

Get your own high performance, dedicated server solution. ANS now offers you the ability to have your very own server for all of your application needs. Why pay all of the up front costs for hardware and operating software? We will even customize your server to be ready with Microsoft Terminal Server and/or Citrix MetaFrame.

Eliminate the high start up costs associated with purchasing your own server. Save your money to promote and develop your business. As your business grows, we can easily expand your server needs. Because we own the servers, we are responsible for all of the maintenance and upgrades. Located in our state-of-the-art data facility, you are guaranteed maximum performance and efficiency.

**To learn more about ANS's services or to talk with a Sales Representative, give us a call at 330.645.4266 or visit our website [www.ans-online.net](http://www.ans-online.net)**