

# Software-as-a-Service

## Hosted ERP and CRM - affordable options

### What is it:

Generally Software-as-a-Service (SaaS) is a business application:

1. licensed under a subscription model
2. deployed off-site
3. accessed via the Internet.

Software as a Service is a rapidly growing market segment within the IT industry. Analysts estimate that SaaS will grow at over 20 percent per annum until 2011. Customer relationship management (CRM) has been the leader in the business application space and has gained market acceptance, but customers are increasingly interested in other business applications, such as ERP, and are evaluating these solutions at an increasing rate.

### How does it work:

Dynamics NAV & Dynamics CRM as a Service is delivered from a SaaS specific infrastructure built according to Microsoft's recommended standard. As NAV and CRM are provided as a Service, no investments are required in infrastructure, security and management. The service is supplied from a shared platform, and accessed through the installation of a small client on the user's PC. Following installation, the application icons appear both in the Windows start menu and on the desktop.

#### SaaS Infrastructure

All services are delivered from a SaaS specific platform housed in a SAS 70 and British Standard 7799 certified datacenter with an optimal connection to the Internet through a direct global exchange.

By including the Microsoft Services within the Platform, it is possible to deliver from a robust, safe and redundant network infrastructure, supported by proven procedures and policies of Sysco. As a result, no dedicated firewalls or other network components need be installed or managed. The use of the infrastructure and security measures is discounted in the rates applied by Sysco.

What are the benefits of SaaS?

#### 1. No IT resource constraints

Companies of all sizes suffer internal IT resource shortages, but the challenge can be especially acute for mid-market organisations. With SaaS applications, your IT (the hardware, software and management of it) is outsourced.

#### 2. Rapid deployment and change management

SaaS applications can be deployed much more quickly than on premise applications since modifications and customisations are kept to a minimum. This gives you quicker time to value.

#### 3. Need for cost management and cost flexibility

Subscription-based SaaS solutions do not require any up-front investment in applications which provides you with cost flexibility and simplify cost management to a predictable monthly fee. Since you rent the application on a per user per month basis, you only pay for what you use.

#### 4. Try before you buy

**Sysco is offering you a 30 day free trial of the product. Simply register your interest and we will set you up.**

### The Science:

#### Security & Safety

Our SaaS specific platform is both Trust Services and SAS70 certified. This certification offers assurance that measures, policies, infrastructure and procedures comply with the highest standards in the area of safety and security.

#### A brief summary:

- Class A datacenter with physical access control, disaster protection, safety measures against the loss of power or connections, air-conditioned spaces, double power supply, double connections.
- Redundant architecture. Every network and hardware component is fitted as a redundant system. The servers have RAID1 mirrored, hot swappable system disks, there are double power connections, spare systems are installed ready for use.
- Load balancing and automatic failover facilities.

- We use the services of KPN for direct connection to the Internet Backbone via a redundant managed router connection.
- To guarantee high availability, redundant systems can be installed and set in load balancing / failover mode.

#### **Monitoring**

We supervise the capacity of the platform 24/7 via monitoring and statistic recording, including CPU load and disk capacity. Component failure is automatically detected and breakdowns are also remedied during evenings and weekend periods. Our SaaS Specific platform monitors the capacity in relation to use for all its services. This enables the timely signalling of future capacity problems. Reporting is delivered in accordance with the SLA. Separate agreements can be reached on supplementary reports if required.

#### **Storage**

Our SaaS specific platform uses SAN storage in a RAID configuration for its servers. This offers optimal assurance

in terms of availability and the capacity to accommodate higher data volumes.

#### **Integration**

Microsoft NAV integrates fully with Microsoft Office and other applications through connections with the SaaS specific infrastructure or integration at the workplace.

#### **Upgrades**

Sysco initiates all updates, fixes and patches for Dynamics NAV and Dynamics CRM within maintenance windows as stated in our SLA.

#### **User management**

Sysco registers client users and assigns rights via ExtendASP, an add-on web portal function of the Microsoft Provisioning System. Cost of use of this system is included in the service. With single sign on, a user is registered once only in the system and can, with a unique user ID and password, access various Microsoft applications, even if these are only made available at a later stage.

## **Why:**

- **You'll be up and running quickly**
- **It's a minimal investment**
- **Easier to manage your cash flow**
- **Minimises your resources**
- **And you'll have a trusted solution for your business**

**...Simple**

## **Interested? - Contact:**

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