

Hosted Service

Agiloft Hosted Service

With over a decade of experience offering hosted software solutions designed for reliability, scalability, and high performance, we have superior infrastructure you can count on.

Benefits

- **A reliable, secure, and redundant infrastructure** immediately available with no purchase or maintenance of hardware required.
- **Rapid return on investment** and simplified management.
- **Options for shared or dedicated servers.**
- **International infrastructure** provides hosting options in locations that meet your business requirements.

The best uptime guarantee
in the business: 99.9%*

Overview

With our Hosted Service, you have the choice between two different options — a hybrid vXchnge/AWS hosting solution or an AWS-only hosting solution. Both hosting solutions, available at the same cost, offer:

- **Full redundancy with real-time replication** to secondary servers, daily backups, and Amazon S3 snapshots every four hours.
- **Highest quality components** including redundant RAID 1 (AWS) or RAID 10 (vXchnge) SSD harddrives, Intel Xeon processors, and ECC RAM. Dedicated servers have at least 24GB RAM while shared servers have at least 48GB RAM.
- **Regular testing** to ensure scalability, performance, security, and redundancy are upheld to our high standard.
- **No limitations on traffic or bandwidth.**
- **Servers encrypted with SSL technology**, redundant firewalls, and encryption at rest. The entire infrastructure is regularly audited by independent 3rd parties.
- **Secure server locations** that are protected by 24/7 guards, biometric access controls, and a centralized UPS.
- **Fast, easy transfers** if you ever choose to move to on-premise hosting.
- **24/7 hosting** infrastructure support.

Compliance

Both [vXchnge](#) and [AWS](#) offer full regulatory compliance with key standards such as SSAE 18, SOC 2 Type II, and HIPAA. For information about whether a vendor complies with specific standards, refer to the information listed on each provider's website. For further information about Agiloft's commitment to security and compliance, contact us to request a Security Information Packet.

* Scheduled maintenance excluded from uptime guarantee.

Infrastructure

Our critical server infrastructure is designed to ensure that customer data is never lost and that business operations can continue in the event of a disaster. While both hosting options use real time replication, daily backups, and snapshots every four hours, there are important differences between the hybrid vXchnge/AWS solution and the AWS-only solution.

Hybrid vXchnge/AWS Solution

Master servers at vXchnge in Silicon Valley are replicated in real time to replica servers at vXchnge and secondary servers at AWS in Virginia. In the case of a master server malfunction, the replica server immediately takes over. If the entire vXchnge service suffers an outage, service resumes at AWS.

Considerations

- **No reliance on a single supplier.** If the vXchnge facility is taken offline, service resumes from AWS.
- **Double redundancy** ensures there is virtually no downtime if the master server malfunctions.
- **Agiloft chooses the specific hardware** and has direct control over hardware maintenance and upgrades. Because we control the hardware, our uptime guarantee includes protection against outages caused by hardware failure.

AWS-Only Solution

Master servers are replicated in real time to secondary servers in a separate AWS availability zone. In the case of a master server malfunction, the secondary server is replicated to a new master server and service resumes.

Considerations

- **Full redundancy on EBS drives** provides RAID-like reliability. These are also augmented by RAID 1 drives.
- **Certified on additional regulatory standards.**
- **International hosting available.** Locations include Canada, Australia, and Ireland.

You can expect excellent performance, security, and reliability from either option. No matter which choice you make, it's a good one.

For More Information

Contact Agiloft at 1-888-727-2209, ext 1 or visit our [Hosted Service page](#).

About Agiloft

Over 3 million users at organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.