Agiloft

Hosted Service

Agiloft SaaS / Hosted Services

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

Agiloft's SaaS hosting service is hosted in Silicon Valley's premier data center with real-time replication to the AWS data center in Virginia, and has the ability to deploy to any geographic region across AWS's global network. This dual-vendor strategy ensures the highest level of availability possible for our hosted clients. Our Hosted Service includes:

- **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) and RAID 10 (vXchnge) SSD hard drives, 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 (SIP).

* 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 continue in the event of a disaster. Our premier hybrid hosting solution and AWS-only solution use real-time replication, daily backups, and snapshots every four hours to keep your data secure, intact, and up-to-date.

Hybrid vXchnge/AWS Hosted Service

Master servers at vXchnge's premier data center 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.

- **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.

Double redundancy with our premier hybrid vXchnge/AWS solution ensures excellent performance, security, and reliability with your Agiloft hosted service.

AWS-Only Hosted Service

For customers with requirements to host data outside of the USA, we provide our fully redundant service via AWS. 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.

- **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**. Agiloft's Hosted Service meets the needs of our global customers, providing coverage in your geographic regions. Agiloft's hosted service provides coverage via AWS in Canada, Australia, Ireland, Singapore, or any other region in the AWS global network.

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.