

INSIGHT ONLINE - TOTAL MANAGED SERVICE



SUMMARY

The Insight Online Total Managed Service enables all the technical overheads and workload, associated with traditional functions relating to database management, upgrades, new installations and re-installations, to be avoided by the Client. Symology hosts the application software and manages all server-side functions.

Utilising thin-client deployment technology, the Service is broadcast via a telecommunications network. Communication to the Service is by either a virtual private network (VPN), a partitioned section of the Internet set aside for accessing the service, or a dedicated point-to-point leased line.

End users sitting at their PC utilise Microsoft's Remote Desktop Client software to connect to the Service. Upon successful authentication, the user is connected through to the appropriate back-end application server.

The costs of application software licensing, hardware, hardware maintenance, Client PC installation, maintenance of the PC installations, maintenance of server(s) operating systems, database administration and training of internal IT staff, are not insignificant.

Symology stabilises these costs by offering a deployment model which will deliver back greater flexibility and a consistent managed service charge. The on-going management of the application software, including the information technology infrastructure, is all covered by the service charge. This removes the need to compete for capital expenditure to secure server upgrades and other expensive components of the configuration.

The knowledge base and specialist expertise within the Hosting Support Team, together with direct access to all other Symology resources, enables a level of service to be offered and maintained, which could not be matched on any user site.

KEY BENEFITS

Symology hosts the application software and manages all server-side functions

Service is accessed remotely using Windows Terminal Server

Stabilised costs with a consistent managed service charge

Removes the need to compete for capital expenditure

Transfer of responsibility for service provision

Higher levels of support and systems administration

Quicker upgrades and patches

Secure data back-ups

Application Servers reside in a secure hosting centre

Back-office management disappears

Integration with mobile devices

Integration with corporate systems