



herbst Application Hosting

Server hosting for your business and web applications

herbst computer systems

Modern business environment requires that you always have access to mission critical data. Herbst Computer Systems offer a service specifically introduced to meet this need. While this is the key feature of the new service - called Herbst Application Hosting - there's much more to it.

We encourage you to review this document and contact us to learn about this incredible offer and see how your business can benefit from it.

Overview

Herbst Application Hosting is about running your business programmes, such as Herbst Insight or Herbst HRM, on a secure server located in a first-class data centre. The server holds all the programme files and databases - none need to be installed and maintained on any computer in your corporate network.



This opens up a way for reducing operational costs and achieving an unmatched level of security. With Herbst Application Hosting you access and work in your business programmes from all sorts of Internet-enabled devices, anywhere you have Internet connection – that's true global access.

Add unparalleled speed and capacity, high security and cost efficiency - you'll see why this service is second to none.

Access and integration

If your business applications are hosted remotely by Herbst Computer Systems, you can access them whenever or wherever you need.

It only takes a regular Internet connection and you can work with, say, Herbst Insight or Herbst HRM from your computer at the office or from a laptop on travel. A PDA or a smartphone will let you access the programmes on the go.

You will especially appreciate Herbst Application Hosting if you have staff working remotely or if your business spans the globe.

Speed and capacity

With Herbst Application Hosting your applications aren't just located outside your office - they run outside your office. Surprisingly, all the operations are performed faster!

The key is that the applications are run on the best-of-breed servers that perform computing tasks with the speed of light. You only need to be connected to the Internet to harness this power, even a regular dial-up connection will do.

Yes, your computer may not meet the system requirements to run that advanced business programme, but it will still "run" once the programme is on Herbst Application Hosting! And it's not only about hardware requirements: if you love Linux or MAC OS X, use them and still work with programmes that run exclusively under Windows!

As far as the capacity goes, our service is highly scalable and will meet the needs of even the most sophisticated customers.

 Find out more - contact Herbst Group

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Cost-efficiency

Herbst Application Hosting is conceptually an outsourcing arrangement, and as such it can greatly reduce your administrative and operational costs.

■ Herbst Application Hosting totally removes administrative burden from your in-house teams.

Herbst Application Hosting eliminates the need to create and maintain specialised application infrastructure as well as any supporting applications (database servers, web application servers, advanced network software, data-protection software etc.)

We'll run your software so you can fully focus on running your business. Basically, you get a dedicated management team constantly monitoring the state of your programmes and databases. If any problem crops up, trained staff will fix it right away.

Allow our experts to free your time and use our talents to your advantage.

■ Herbst Application Hosting effectively combats the complexity of software updates.

As soon as you subscribe to the service and your software moves to a secure server, maintenance and updates become *our* everyday task.

Critical security updates and vital patches are applied immediately after the release. If there's a new version of the programme available, we confirm whether you need it, and upgrade the programme. Everything is done at an arranged time of the day so that the upgrade process doesn't interfere with your work.

■ Herbst Application Hosting offers an extremely short setup time.

You can have your applications relocated to a secure server and get everything going within days. No long time commitment or hardware to install. This applies to many more related tasks:

For example, without Herbst Application Hosting setting up a new user to work in a business application from a new computer can present a major challenge. It is guaranteed to take up a lot of time: just imagine all those installation and configuration chores...

Call us now to learn how *your* business can benefit from this new service!

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With Herbst Application Hosting you only set up a user in the respective programme and create a remote desktop connection. That's right! You don't need to install or configure the programme - a couple minutes and you're ready to go!

■ Ideal for custom-tailored applications.

Herbst Application Hosting is particularly effective when it comes to custom-tailored applications developed for remote access. These often demand a web server and advanced facilities such as a static IP or a robust firewall. We have years of experience developing and implementing such complex solutions and look forward to sharing our expertise with you!

Herbst Application Hosting not only provides an excellent value for money, it saves you money!

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Security

At first glance having your business applications off-site may seem weak from the security standpoint.

But in fact, Herbst Application Hosting sets a **higher level of security** than you can normally achieve on your own. This is possible due to the following reasons:

With Herbst Application Hosting your programmes, such as Herbst Insight or Herbst HRM, and respective databases are physically located on a remote server in a **first-class data-centre**.

Data-centres boast unmatched security because security is their primary responsibility.

■ Data centre security

Data centres have policies on restricting access to the premises. They have their own power generators in case of a power failure.

There're actually so-called "multiple levels of redundancy" that help **keep the servers online** in the event of a disaster. Above all, data centres regularly undergo stringent security assessments.



A simple analogy here: people use banks to store large sums of money. You know that banks are guarded well and offer protection against all sorts of risks. Resorting to banks is far more secure than keeping money in cash in your apartment.

Same goes for Herbst Application Hosting - your business applications and databases are safe in the hands of professionals.



Part of Herbst Application Hosting is **daily backup and database validation** done by our specialists. Every backup file is kept for 30 days.

Connection to a remotely-hosted application is established using a Remote Desktop Protocol (RDP) over a **secure Virtual Private Network (VPN)**.

Our servers run under Windows 2003 Server operating system, which is winning high praise for its top-notch security facilities.

Let us know your current business needs so we can offer you the *best* solution!

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Here are some details on the data centres you will be using with Herbst Application Hosting:

■ Environment

- Fully redundant individual close control air conditioning units based on a chiller and dry cooler system.
- High performance, sensitive electronic equipment requires precise, reliable control of room temperature, humidity, and airflow.
- Configured to monitor many variables and send alerts when entering the predetermined criteria ranges.
- Relative humidity 50% (plus or minus 10%).
- 22 degrees Celsius (plus or minus 2 degrees C).
- Air filtration to class EU5.

■ Power

- AC Power of 220-240 Volts available up to 1500 Watts per cabinet.
- A+B power.
- Fully redundant UPS Systems designed to provide 30 minutes of battery back-up time.
- Fully redundant back-up generators with a 10 second start-up time and operating at full load after 25 seconds.
- Fuel tanks capable of providing storage for a 72-hour full load diesel reserve.
- Local 24 hour supplier contracts for extra fuel if needed.
- Mains earth and a clean earth system with a resistance of less than 1 ohm (which meets standard NEN 1010).
- Lightning protection system which meets standard NEN 1014.

■ Security

- Video surveillance cameras.
- Security breach alarms.
- 24-hour security personnel.
- There are CCTV cameras mounted inside and outside of each ISC.
- The video surveillance is monitored by the security control room 24x7.
- The ISCs utilise a proximity card access system with mandatory pre-approved client lists and mandatory sign-in/sign-out procedures.
- Customers are issued proximity-cards upon each visit.
- Customer names must be listed on a pre-approved client access list which is submitted prior to installation.

For details and pricing call us at

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■ Fire protection

- 60 minute rated firewalls.
- VESDA (Very Early Smoke Detection) type air-sampling system. This system actively and continuously samples air and operates independently of air movements.

The samples are exposed to a high-intensity and broad-spectrum light source. Incident light scattered from smoke particles in the air sample passes through a series of optical components to a solid state light receiver; then passed on to the control system.

- Ionisation, Optical and Rate-of-Rise Smoke, and Heat Detectors.
- INERGEN - inert gas fire suppression system will instantly extinguish any fire.

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