

Numara FootPrints Hosting Service Highlights

- Offers customers complete Numara FootPrints functionality, without the headache of maintaining the physical infrastructure or dealing with upgrades
- Hosting service is housed in a secure, state-of-the-art, Tier 1 data center
- Customers get their own secure, private instance of Numara FootPrints, including full system administration privileges
- Numara FootPrints provides a web interface to export all or some of your data to the file and format of your choice
- Annual hosting service fee covers the cost of hosted infrastructure and maintenance, 24/7 emergency outage support, and performance of all software maintenance and upgrades

Numara FootPrints Hosting Service

Built on a scalable and flexible 100% web based architecture, Numara® FootPrints® is an ideal solution for a hosted environment for any size organization that wants to centrally manage and automate their customer support, service desk solution or other request-driven processes; but don't want to manage the IT infrastructure, backups or upgrades. The Numara FootPrints Hosting Service offers customers complete access to Numara FootPrints functionality without the maintenance overhead related to infrastructure support, backup or upgrades.

Where is Numara FootPrints installed?

Hosted Numara FootPrints installations are housed in a secure, state-of-the-art, Tier 1 data center. Redundant Internet connections, virtually unlimited capacity, multiple levels of redundant electrical power, and 24/7 operators are all part of the data center operation.

How secure is my data?

Every precaution is taken to ensure that absolutely no one has access to your data or server, other than our technical staff. Separate instances of Numara FootPrints and separate databases ensure that no Numara Software customer can access another customer's data.

A 24-hour guard is posted at the entrance to the data center and only authorized personnel are allowed to enter the building. To gain entrance to the server room, a fingerprint recognition test must be passed. All of our servers are in full coverage locked cabinets. We do not monitor our customer's content and we do not release customer information.

Do I share a server with other customers?

Based on the size of each organization, a server may have multiple Numara FootPrints installations, one for each customer. However, no customer that is sharing a physical server can gain access to another customer's instance or data. The number of Numara FootPrints installations sharing a server will vary, depending on the number of licensed agents for each customer installation. Server load balancing is managed and monitored to ensure maximum Numara FootPrints performance for all of our customers.

Can I have my very own, dedicated server?

Yes. By default, any organization with 50 or more licensed agents will automatically be hosted on their own dedicated server. Any organization with less than 50 agent licenses can be hosted on their own server for an additional surcharge.

What system configuration is used for Numara FootPrints Hosting Service?

All hosted versions of Numara FootPrints run on Linux®, Apache® Web Server, and MySQL® database.

Do you support service level agreements with the hosting service?

Yes. Keeping your service functioning is our primary objective. A standard service level agreement is part of the Numara FootPrints Hosting Service and is published as part of the service contract.

How do I access my hosted version of Numara FootPrints?

Each organization's service desk is implemented on its own website (ex: <http://xyzcompany.eCustHelp.com>) that is accessible through the Internet. Using a link from anywhere on your intranet or extranet site, your staff and customers can access Numara FootPrints from anywhere, through any system using a standard web browser or smartphone.

What is the cost structure for the Numara FootPrints Hosting Service?

Numara Software does not follow the typical Application Service Provider (ASP) model. There is no monthly fee for the Numara FootPrints Hosting Service and the software is not included for a fee.

As with non-hosted versions of Numara FootPrints, hosted customers buy a license for Numara FootPrints based on the number of agents in their organization and pay an annual maintenance fee for the software. This fee includes standard support during normal business hours and all software upgrades.

The Numara FootPrints Hosting Service has its own annual fee that covers the cost of hosting the infrastructure and maintenance, 24/7 emergency outage support and performance of all software maintenance and upgrades.

You own the software, and we support it. If at any time you decide to bring your support or service desk in house, the software and data is yours to take with you.

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Are there any limits to a hosted version of Numara FootPrints?

No, all the built-in functionality of Numara FootPrints works the same as if installed on your own site. This includes administration functions, real-time customization, built-in automation, e-mail management and reporting.

Can I get a copy of my data?

Yes, Numara FootPrints includes a web interface to export all or some of your data to the file and format of your choice. You can use this feature to pull whatever data you need, whenever you want, without the need of operator assistance.

Can I try Numara FootPrints in your hosted environment?

Yes, we can provide you with your very own project for a 30-day trial period. A project is a sub-database or area within Numara FootPrints, which can have its own custom fields, options and users. We will provide you with a user id, which will allow you full administrative rights to your project. You will be able to completely customize it to fit your organization's needs. For more information, contact your Numara Software Sales Representative at 800.557.6970.

I have never used Numara FootPrints before. Will you give me help?

Yes, we collect your project information through a questionnaire and will configure your first Numara FootPrints project and address book. Once you are up and running, our support staff will be glad to answer any additional questions you may have. However, nothing can replace the benefits of training which we can also provide through our Professional Services organization. Our expert staff can come to your site and provide both agent and administrative training, and share best practices that they have learned from assisting other Numara Software customers. This will not only ensure that you understand the full functionality of Numara FootPrints, but also accelerate your return in investment.

How do we get started?

The process of using the Numara FootPrints Hosting Service is very simple. You will receive a questionnaire designed to help us complete your installation with your first project and address book. The customization will include adding your company logo, adding custom project and address book fields, setting up your system administration id, configuring e-mail, customizing your workflow, adding your first few agents and much more. In most cases, you will be up and running the same day as your installation.

Once you are up and running, the hosted Numara FootPrints installation is yours to use with complete administrative rights.