**4\_Hosting**

0:00
Yeah.

0:02
All right.

0:02
Well, I just put it posted that poll and chat showing great presentation.

0:06
It looks like you can really get a lot of work done in on the field and in the go.

0:12
So that's fantastic and we need to keep going moving forward.

0:16
So let's quickly turn this back over to Kevin because I see some bad weather over that Ridge behind us and we got about 15 minutes before the next break.

0:26
So Kevin, you want to take over about hosting?

0:30
It is amazing how the weather is so different where we're at.

0:34
I see it's getting stormy there, but it's cleared here.

0:41
Let's see, get my screen up.

0:45
All right, we're going to take a few minutes and talk about hosting.

0:51
Some of you may have caught a webinar we did about a month ago on hosting services and this is a very condensed version of that.

1:02
If you're interested, I would recommend catching the the full blown webinar and if you want more information on it, certainly contact us.

1:10
But this is the condensed version.

1:17
Let's see.

1:17
Agenda wise, we're going to talk about our hosting, what some of the challenges with self hosting are, how we can help you overcome those challenges, advantages of of hosting services.

1:32
And then hopefully we'll have time for a little bit of Q&A here, see if we can catch up.

1:39
So about Facility Force hosting, this is not new to us.

1:44
We have been providing hosting services dating back to the beginning days of asset works actually since 1991.

1:53
So we have 30 plus years of hosting experience and some of the same people processes and how we've provided those services have lasted that that duration.

2:04
We brought that with us.

2:06
We currently host over half of our customer base.

2:10
Actually about 60% of our customers are hosted.

2:14
We utilize AWS, which is Amazon Web Services, to provide the infrastructure.

2:20
That's the server side of it, the hardware.

2:25
That's just a piece of it though, because what we bring to the table is our expertise to manage that infrastructure, manage the servers, manage your software.

2:36
So together, Amazon Web Services and our technical services are what make up hosting.

2:45
Lastly, I want to mention security.

2:47
It's a big topic these days.

2:48
A lot of people are making decisions when looking at their vendors regarding their security posture.

2:57
I'm happy to say that we're sock 2 compliant.

2:59
You heard me mention that before.

3:01
It's one of the gold standards in security certifications and it confirms that a company has the proper controls and frameworks in place to protect and ensure your data.

3:19
So what are the some of the challenges with self hosting?

3:23
You'll see a common word at the beginning of every one of these bullets.

3:28
You end up responsible for all this stuff.

3:30
If you're hosting it yourself, you're responsible for your own infrastructure, updating the servers, updating the software, responsible for security and training your own staff customers.

3:41
You self host can deal with many challenges.

3:45
Hardware hardware has to be procured, configured, monitored and maintained.

3:52
The staff resources that maintain all of this with your own staff, There's, there's turnover.

4:02
Every organization has turnover, but we maintain a consistent, we, we transfer that knowledge as we bring new people on board.

4:11
It's easier for us to do it than for you to do it within your own organization.

4:16
When it's an upgrade you might do once a year or maybe once every couple years, it's hard for you to have that expertise in house.

4:25
Much easier for us.

4:27
Costs are another factor.

4:29
When it comes to self hosting.

4:31
Lack of predictability can be a concern.

4:34
Tracking the depreciation on equipment, staying ahead of the curve when it comes to deprecated operating systems and other software are also concerns.

4:44
Biggest factor for a lot of customers are indirect costs like loss of productivity.

4:48
Often you have to wait for your IT department to have the time to do an upgrade.

4:54
You're getting in line.

4:56
Internal issues can cause outages that result in you being unable to access your systems.

5:01
So a lot of that indirect cost can add up.

5:04
Everything I just talked about affects the performance of and access to your facility force applications.

5:10
We want you to succeed as an organization and the best way for us to do that is to provide both the application and hosting services for the application.

5:19
So if we can provide that complete solution for you, we can better ensure your success.

5:28
So how can we help?

5:29
And that's where Facility Force Hosting comes in.

5:33
No hardware to purchase.

5:35
We take care of the hardware and everything associated with it.

5:38
We work with our development team to leverage the AWS platform to create, configure and optimize the environment so it is specifically tailored to run our applications.

5:49
We take care of all the maintenance, monitoring system, firmware, operating system, patching, server upgrades, etcetera.

5:57
We routinely patch your systems once a month.

6:00
We're on a schedule to do that monthly.

6:02
You get that schedule at the beginning of the year so you can plan accordingly.

6:06
One of the best things I think is we do the upgrades, operate or aim, engage ready applications.

6:14
We handle all aspects of an upgrade.

6:18
There's no need to try and coordinate resources on your application and database server departments.

6:23
You notify us and we schedule the upgrade and take care of it for you.

6:28
We're the product experts.

6:30
Our primary focus is you and your hosted systems now standing in line waiting for your IT to have time to do it.

6:40
And all those expenditures and staff salaries and time spent fixing and training and delaying are gone.

6:49
Costs are predictable.

6:50
We can sign you up, set you up for longer term contract and you'll know what those costs will be.

6:59
I think I saw Jake in the audience.

7:01
Thanks for being here today.

7:03
Jake is with Utah State University and I think it was two or three years ago did a session at Asset World on switching to hosting services.

7:13
And if I remember the figure that Jake estimated, he estimated that State of Utah saved about 40% in cost by switching to our hosting services.

7:30
So what are some of the advantages of our hosting along with our regular support hours, hosted customers also have access to after hours support.

7:38
So if system goes down, you got 24 hours support.

7:42
Every customer gets their own VPC or virtual private cloud.

7:46
So this basically means customers are set up in their own private section of the cloud.

7:51
This helps us provide better security and we can define specific network security policies, control inbound and outbound traffic for each customer.

8:01
We also provide dedicated application and database servers for each customer.

8:05
There's no commingling of data with other systems or other customers.

8:10
There's an option to be hosted in Govcloud.

8:12
I mentioned that earlier.

8:14
It's a specialized area of AWS.

8:17
It's designated to meet specific regulatory and compliance requirements for certain organizations like government agencies, educational institutions and other entities that handle sensitive data and workloads subject to certain regulatory controls.

8:34
We leverage an option in AWS called Multi AZ where if your database server becomes inaccessible, it fails over to another data center and comes back up with all the current data intact so failover is covered.

8:52
Disaster recovery is part of this.

8:55
We have and test several methods of disaster recovery each year.

8:59
It's part of our SoC 2 compliance that we do that.

9:03
And as part of our hosting, we provide up to four prod to test refreshes a year as part of the hosting service SoC 2 compliant.

9:12
You've heard me mention it a few times, I said it once and I'll say it again.

9:16
We have to maintain a high level, high level of security posture to achieve that.

9:21
Industry level certification, security awareness training.

9:25
All of our employees undergo monthly security training, which is not only required for SoC 2, but it's also required by our corporate entity, Valeris and Constellation Software.

9:39
So Facility Force is here to help and our main goal is to ensure that you get the most out of our applications and hosting your systems with us is another way to make that happen.

9:51
I'm going to leave you with a quote from one of our hosted customers that may have already been used.

9:58
I don't know whether this was earlier in the conference or not, but I'll go ahead and read it here.

10:04
After experiencing what is what it's like to both have 0 support with our previous CMMS and being one of the many self hosted programs for our IT team to handle.

10:18
Allowing asset works or facility force to host our instance has greatly improved our CMMS experience.

10:25
Having a dedicated professional group that I can reach out to when we have issues instead of one or two folks who are struggling to remember how we were set up has significantly reduced our number of headaches and sleepless nights.

10:38
This comes from John Felix at North Carolina Department of Administration.

10:47
So Ranger Ring, how are we doing on time?

10:51
We're actually doing pretty good.

10:52
A little bit over.

10:53
If we do have any questions, we'll take one or two.

10:56
OK, I can't see the chat window where I'm at right now.

10:59
If there are any or if anybody has any, please please jump in.

11:09
I think I might have had a poll for you as well.

11:12
Now might be a good time for that.

11:14
Yeah, let me launch that real quick.

11:15
There we go.

11:25
All right.

11:26
Well, if there are not any questions, we'll kind of just keep moving forward.

11:32
As you can see that Blizzard came in pretty hard.

11:36
So right now it's a good idea to hunker down and wait 15 minutes and hopefully this Blizzard will pass.

11:43
Go ahead and grab a snack, grab a drink and come back here in 15 minutes and we'll get started with the rest of it.

11:50
And if anybody has any dry socks right now, I'd appreciate it.

11:55
Contact me before the end of the break.

11:58
All right?

11:59
We will see you in 15 minutes.