



## Cloud Services for EMS

### PRODUCT, MOBILE, RELEASE, DEMO

EMS Software provides the EMS meeting and room scheduling solutions to our customers as a subscription-based cloud service. Hosted on Microsoft Azure, EMS is responsible for hosting, managed services and support.

*Cloud Services for EMS includes provisioning, high availability, data and system security, and ongoing support by our experienced team. It's one less solution that your IT team has to master, manage, and maintain. Meeting and room scheduling just got even easier.*

### TOP BENEFITS



#### PREDICTABLE ANNUAL COSTS

Subscription-based cloud services are billed annually and accounted as an operational



#### INCREASED EFFICIENCY

EMS helps with capacity planning and delivery, as well as



#### REDUCED RISK

EMS handles the data and systems security, proactively



#### REDUCED DOWNTIME

EMS provides the governance, policies, and procedures that maintain service quality and

## EXPERT EMS SUPPORT

EMS deploys upgrades and applies updates and patches.

### KEY FEATURES

- Single tenancy on Microsoft Azure Platform-as-a-Service (PaaS) infrastructure (Roboto Light 10 pt with 14 pt line spacing and 0.0625 in space after)
- Setup, implementation, performance tuning, and test environment
- Multiple data security features, ongoing monitoring, and hosting redundancies
- Governance policies for availability and capacity
- Latest updates and patches included

***\*All hardware must be purchased separately***

## ALL-INCLUSIVE CLOUD SERVICES

The annual subscription includes hosted, managed, and application support services, all backed by the EMS Software Cloud Operations team.

### HOSTED SERVICES

*These services create a safe and secure environment for delivering EMS*

- Provisioning: Environment, Hardware, Infrastructure Software, Network Connectivity
- Backups
- Environment Upgrades
- Security: Physical, Network, Anti-virus, OS and Server Software
- Platform Monitoring
- System Administration



## MANAGED SERVICES

Managed Services actively manage and deliver the application. Provisioning: Environment, Hardware, Infrastructure Software, Network Connectivity

- Disaster Recovery/BCP
- Capacity Delivery, Planning, and Upgrades
- Security Reviews
- Application Monitoring
- Incident, Problem, Change, and Release Management
- Service Reporting

## APPLICATION SUPPORT SERVICES

EMS provides Application Support Services around the deployment and maintenance of EMS

- Disaster Recovery/BCP
- Capacity Delivery, Planning, and Upgrades
- Security Reviews
- Application Monitoring
- Incident, Problem, Change, and Release Management
- Service Reporting

## SECURITY FOR YOUR DATA AND SYSTEMS

Security is a critical aspect of Cloud Services for EMS. The Microsoft facilities have ISO27001 certification and are audited to SSAE 16 Type II, SOC 1, SOC 2. All data and facility access is limited and tightly monitored.

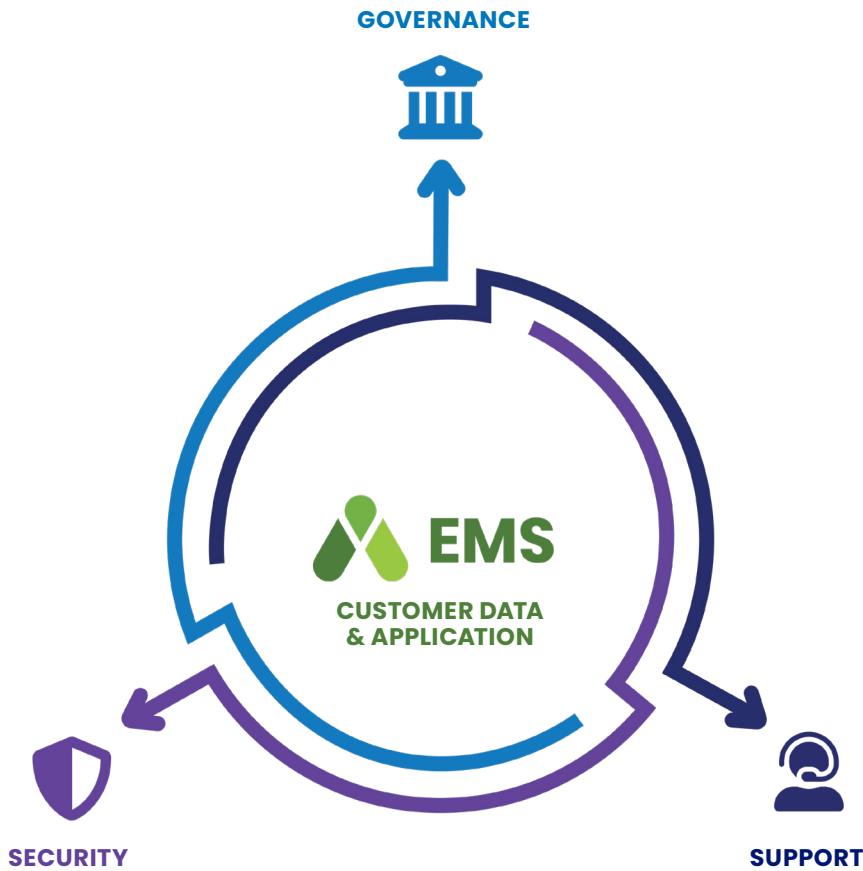
Data is backed up and replicated every four hours and segmented from other customer data. EMS provides encrypted Data-in-Transit (SSL-based web services); hardening of both Server and SQL; intelligent, adaptive firewalls; and monitoring systems for software and hardware.



## GOVERNANCE AND SYSTEM UPTIME

EMS provides the governance, policies and procedures that maintain capacity and quickly resolve operational issues. Governance covers all incident, problem, change, and release management issues as well as proactive monitoring, reporting, and capacity planning.

EMS offers high availability through a Disaster Recovery (DR) and Business Continuity Plan (BCP) and through redundancies for servers, hardware, SQL databases, power, Internet connections, and HVAC systems.



To learn more about cloud services, including pricing,  
Contact EMS Software today.

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