# Salient Managed Services

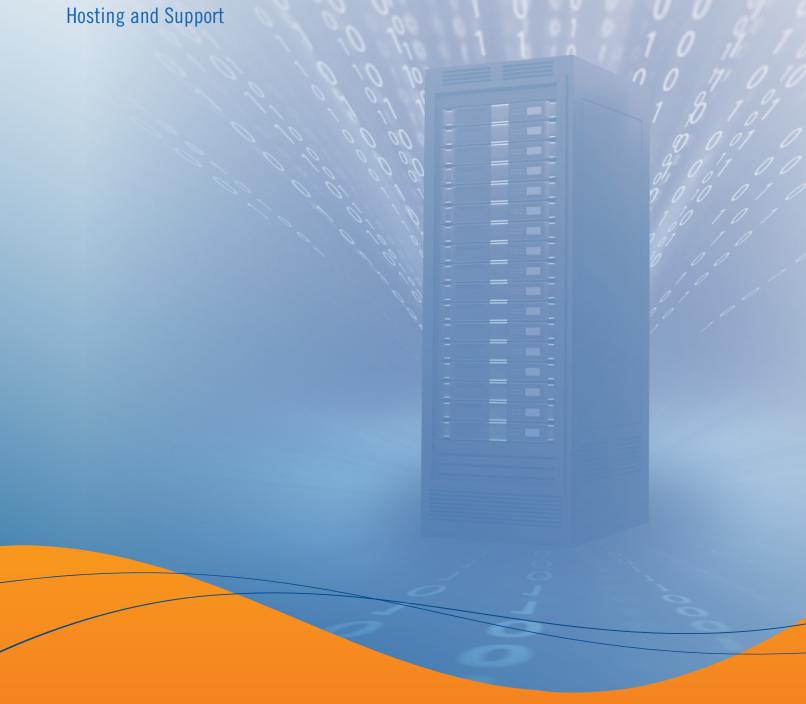Hosting and Support

# Salient Managed Services:
## Hosting and Support

Salient's Managed Services provide clients with the highest level of reliability and peace of mind. We have qualified professionals available for proactive monitoring of your Salient system's infrastructure, and also offer hosting capabilities in a secure, state-of-the-art facility. Your company will benefit from a reduced investment in infrastructure as well as from the continuous attention to server availability, software updates and administration.

**Salient's Managed Services portfolio includes:**

- Remote Monitoring & Quick Response
  – Monitoring of Salient infrastructure located on your network or bundled with Salient Infrastructure Hosting for a worry-free solution.

- Infrastructure Hosting
  – Salient's dedicated hosting facility offers the highest level of data security and continuity.

**Salient's secure, state-of-the-art hosting facility:**

Your Salient servers are hosted at a 625-acre former U.S. Army base that includes numerous buildings and bunkers for commercial and industrial storage operations. The facility, which is operated by Salient partner Finger Lakes Technologies Group Inc. (FLTG), features over 60 storage bunkers each providing 1,600 to 2,000 square feet of protected space for sensitive operations or long-term storage. The facility's staff is certified in all Cisco network solutions.

**Facility features:**

- Highly secure gated area with security-card access and locked racks

- Newly constructed 600-mile all-fiber network

- Reliable power
  – Redundant sources and backup generators

- Fire suppression
  – Component-safe (gas)

- Climate Control
  – Redundant coolant system

**Available systems:**

- Types of Servers
  – Salient UXT
    • Single or array based on client needs

  – Salient iMinder
    • Allows internet access utilizing Salient Interactive Miner (Windows client) via browser

  – Web Server
    • Allows Internet access to Salient Dashboards (Web based)

**About Salient**

*Salient Management Company* provides performance optimization software for large, transactional businesses and government. The company's performance approach is to measure created value—profit, growth, efficiency and quality—as it happens, and to make this knowledge available immediately and directly to value creators at decision time. Founded in 1986, Salient today serves more than 35,000 users in 53 countries



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# Salient Managed Services: Hosting and Support

**Dedicated Servers for Large Solutions:**
- Requires full utilization of all servers
- Individual Cisco physical firewall
- Layer 3 gigabit switching
- Servers as specified per client
  - Dell with Windows Server OS
  - Failover server(s) available

- Disc-based data backup, encrypted off-site rotation

**Virtual Machines for Small/Large Business Solutions:**
- Shared, yet secure, Virtual Machines
- Shared resources:
  - Cisco physical firewall
  - Layer 3 gigabit switching
  - Virtual server(s)
    1. Specified per client need
    2. Windows Server OS
    3. Failover VM available

- Data Backup
  - Disc-based
  - Encrypted off-site rotation

**Management:**
- 24/7 monitoring
- Complete system maintenance
  - Some maintenance may require downtime. Salient will work with client to schedule off-hours.

**Internet:**
- Unlimited high-speed fiber bandwidth for Salient hosted services
  - Transfer of data and Salient application usage.

- Secure FTP

The Salient Collaborative Intelligence Suite v5.0 democratizes the use of intelligence both inside and outside of traditional organizational boundaries.

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**The data update process:**
The standard ETL process is performed using Salient's ETL application. Supported formats primarily include: ODBC, Excel and ASCII.  The entire process is automated and scheduled to run on a routine basis convenient to the client.

There are multiple ETL configurations that can be deployed in a Salient-hosted model. Here are the 3 most common:

1.  **ETL will run a dedicated workstation at client site to perform the extraction, transformation and transmission of data files to datacenter:**
    a. Connectivity and credentials to access source system(s) are required
    b. May require installation of ODBC driver or other connector on the dedicated workstation
    c. The client's firewall must allow outgoing FTP transfers

2.  **ETL takes place on server in Salient's datacenter and connection to data sources occur over VPN.**
    a. This will require a VPN tunnel between Salient's datacenter and client network
    b. Connectivity and credentials to access data sources are required
    c. May require installation of ODBC driver or other connector on Salient server

3.  **The client performs data dumps from the source system(s) and "pushes" structured data files to the server in Salient's data center where ETL process will take place**

**GLOBALLY RECOGNIZED**

POSITIONED IN

**GARTNER**

2012 BI MAGIC QUADRANT

SOFTWARE
**SAP** PARTNER
**SAP**® Certified

FOOD LOGISTICS
TOP 100

CONSUMER GOODS TECHNOLOGY
TOP 10

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# The Salient 5.0 Suite:
# An End-to-End Performance Management Solution

Salient provides a turnkey performance management solution for the entire enterprise, from data integration and federation to instant analysis and mobile accessibility.

Our solution is:

**Scalable**—Big Data is never too big

**Specific**—Relevant details are granular, not aggregated

**Fast**—Split-second answers

**Easy to use**—Data discovery without IT support

**Collaborative**—Fully integrated document and social content management

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