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# Salient Hosting Services

Salient's Hosting Services provide clients with the highest level of reliability and peace of mind. We offer hosting capabilities in a secure, state-of-the-art facility, with qualified professionals providing proactive monitoring of your Salient system's hosted infrastructure. 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 hosting services include Infrastructure Hosting and Remote Monitoring.

## About the Facility:

Your Salient servers are hosted at a high-security, military-grade facility, operated by Salient partner Finger Lakes Technologies Group. The 750-acre former U.S. Army base includes triple-fencing around the perimeter and secure access monitoring to the Data Storage Centers.

### Facility features:

- Highly secure gated area with security-card access and locked racks
- Certified staff in all Cisco network solutions
- 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 browser-based access to the Salient Interactive Miner (Windows UI) via Internet
- Web Server
  - Allows Internet access to Salient Drillable Dashboards (Web-based)

### Virtual Machines for Small/Large Business Solutions:

- Shared, yet secure, Virtual Machines
  - Shared resources:
  - Physical firewall
  - Layer 3 gigabit switching
    - Virtual server(s)
    - Specified per client requirements
    - Windows Server OS
    - Non-production (development, test, failover) VMs available
- Data Backup
  - Disk-based
  - Encrypted off-site rotation

### Management:

- 24/7 FLTG network 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
  - Virtual Private Network (VPN) tunnel (optional)

## Salient Administrative Services

Salient offers reliable, scalable service along with easy to budget cost transparency for projects of all sizes and scope – from small, straightforward ones to long-term service partnerships.

### Administrative Services include:

- Monitoring of uptime/system availability
- Instant trouble-shooting of data synchronization issues between host systems and Salient servers
- Salient will perform server software updates and server dongle license updates

### Business Benefits

- Monitored and system support availability
- Upgrades, migrations, and other critical IT services to support the solution
- Less fixed IT costs over time

The assigned Salient Technical Support Specialist will monitor Client's UXT Server environment at predetermined intervals for functionality and performance.

### Proactive Monitoring of Server Environment:

- Verify system updates and server availability
- Perform diagnostic analysis of server performance
- Optimize server performance/parameters
- Escalate maintenance of hot-fixes, patches, and scheduled upgrades exclusive to Salient solutions (software, utilities and tools)
- Coordinate upgrades with Client's IT for rollout to the user community
- Perform Acquire functions as required (data rebuilds/reloads)
- Deploy User Messaging as required.

### Download Central & Administration:

- Maintain file/version availability
- Deploy utilities as required (Key Collection/ Pull Sales, etc.)

System Administration service is available to the Client between 8:00a.m. and 5:00p.m. (Client's local time), Monday through Friday.

### System Upgrade Service

Salient Technical Support Specialists will communicate with the Client's technical contact to determine the instructions and planning schedule for the UXT server upgrade:

- Perform software product version download
- Review step-by-step instructions of the UXT Server and SIM upgrade process
- Coordinate UXT Server downtime window for upgrade execution
- Coordinate SIM upgrade execution with the Client
- Conduct pre-upgrade Server backup process
- Perform UXT Server and Administrator Utility upgrade
- Post upgrade follow-up with the Client

Standard Client Support and Maintenance Services remain in effect.

### About 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 connections to data sources occur over VPN.**
  - a. Requires a VPN tunnel between Salient's data center 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 extracts from the source system(s) and "pushes" structured data files to the server in Salient's data center where the ETL process will take place.**

## Standard Support Services Include:

- Access to Salient Technical Support Monday through Friday during business hours (between 7:30am and 6:00pm Eastern Time)
- Live, personal response to technical inquiries and issues
- Investigation and timely resolution of reported Salient software issues
- Providing software for self-applied application upgrades and enhancements to the client