
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.**