



Want to host VSys in-house? It's easily integrated into your existing IT infrastructure on Server 2012R2 or higher; SQL Server 2012 or higher; Windows XP, 7, 8, and 10.

Or... We can **host VSys for you!**

With Hosted VSys, all of your VSys tools will be available to you from anywhere, whether it's your office desktop, your iPad on the train or your PC at home. In our fully-hosted environment, you can run VSys, VSys Kiosk, VSys Lite and even VSys Live without having to procure hardware, deal with installations or do upgrades. The VSys One support team will handle everything:

- Installation
- Upgrades
- Diagnostics
- Backups
- Support
- Data encryption



### Secure

Every client's virtual environment is exclusive: no other customers or their data will be on the virtual machine(s) allocated to you. Every customer gets their own machine and own database in order to be completely independent of all other customers.

Your data is always yours – 100% owned by you. And your data is never mixed with anyone else's, never shared, and always safe.

Our datacenter performs annual assessments for SSAE18 SOC1 and SOC 2, PCI/DSS, ISO 27001, Global Risk Management, HITRUST and NIST Attestation on 800-53 PE controls.

Backups (off site) are run daily and we can arrange for daily or weekly backups (your choice) to be delivered via FTP to wherever you designate.

### Uptime and data center

Our data center is right here in New Jersey. And we guarantee 99.5% uptime; higher availability requirements are available with a custom SLA.

(We love our Canadian friends, too, of course: so much that we have a separate datacenter in Quebec just for you!)

### Response times

All hosted systems are monitored and maintained 24/7. Technical support hours are M-F 9am-6pm ET, and we normally respond to issues within an hour or so. We try to be available off hours and on weekends by e-mail. If you need an SLA or guaranteed off-hours support, that can be provided at an extra charge.



## Overview

With Hosted VSys, all of your VSys tools will be available to you from anywhere, whether it's your office desktop, your iPad on the train or your PC at home. Your data is isolated from anyone else's, and you get your own dedicated hosting in which you have your own Windows Server 2016 environment(s) and independent SQL Server databases. In our fully-hosted environment, you can run VSys, VSys Kiosk, VSys Live, Anywhere and VSys Live Kiosk all without having to procure hardware, deal with installations or do upgrades. The VSys One support team will handle everything including: installation, upgrades, diagnostics, backup, recovery, support and data encryption.

Of course your data is always your data, and it's available to you any time you want it. In addition to our standard backup scheme, we can schedule backups that are e-mailed or FTP'd to you automatically.

When VSys is hosted for you, it's exactly the same software and exactly the same tools that you get when running VSys in-house.

## Hosting Architecture

- Clustered virtualization servers (Microsoft Hyper-V Server 2016).
- Redundant power supplies.
- Triple-redundant HA SAN storage clusters with automatic failover.
- High-availability, SSD-backed SQL Server Always On.
- Redundant rack power.
- 24x7x365 network and server monitoring.
- Guaranteed uptime: 99.5%.

## Access

- Any device supporting RDWeb or Windows Terminal Services.
- Dedicated Microsoft Active Directory domain services.
- Custom password policies to meet your criteria.
- Optional two-factor authentication (SMS or push).
- Dedicated external IP addressing (VSys One-owned, dedicated class "C" /24 IP Address block).

## Disaster Recovery

- Incremental backups (3x daily); full backups (daily).
- Daily encrypted VSys One backups (daily; can be automatically delivered to customer).

## Data Security

- All traffic to our LAN is passed through our clustered Dell SonicWall security appliance before reaching our servers.
- Segregated databases.
- Restricted access rights to databases.
- VSys One administrative users are required to use two-factor authentication for all access.

## Datacenter features

- Physical access controls (facility); private, biometric access-controlled server cabinets.
- Monitoring by extensive alarm and CCTV systems 24/7/365.
- Electronic access control and monitoring.
- UPS systems and generator backup; redundant cooling.
- Redundant carrier diverse bandwidth over multiple paths.
- SSAE18 SOC1 and SOC 2, PCI/DSS, ISO 27001, Global Risk Management, HITRUST and NIST Attestation on 800-53 PE controls.