OnDemand Service Options:
Standard, Advanced & Dedicated Tiers

Set your OnDemand service tier to suit your company's IT, security or compliance requirements. Three tiers of service options are available for AssurX OnDemand (SaaS) solutions. All service tiers are delivered via our privately hosted cloud and offer different levels of change notification in either a hybrid multitenant or a dedicated environment. And, AssurX OnDemand keeps pace as your business evolves by allowing you to change your service tier as needed.

Service Tier Comparison

Feature	Standard	Advanced	Dedicated
Certified Secure Hosted Data Center	✔	✔	✔
Anytime / Anywhere Access (Requires internet access. Excludes scheduled maintenance.)	✔	✔	✔
Daily & Incremental Backups	✔	✔	✔
Customer Dedicated Databases	✔	✔	✔
Multitenant Web/App Server (Virtual)	✔	✔	
Customer Dedicated Web/App Servers (Virtual)			✔
Production Environment	✔	✔	✔
Development Environment	✔	✔	✔
Test / Validation Environment	If required	✔	✔
Preset Upgrade Schedules / Dates	✔	✔	
Customer Driven Upgrade Schedules / Dates			✔
Notice of Production Software Changes	14 days	90 days	90 days
Integration / Import-Export Utility	✔	✔	✔
Bulk File Export	✔	✔	✔
Included Annual Scripting / Promotion Services (More available for additional fee)	6	12	12

Service Option Features

Certified Secure Hosted Data Center
OnDemand applications and updates are delivered through managed firewalls in a Safe Harbor and SSAE 16 certified data center via Secure Sockets Layer (SSL), the same security protocol used for e-commerce on the Internet.

Anytime / Anywhere Access
Access your OnDemand AssurX applications from any device, on any operating system, on any Web browser with an Internet connection.

OnDemand Standard
For companies with limited IT resources or in less regulated industries who don't require long lead times to implement updates

OnDemand Advanced
For companies with stringent compliance needs or complex configurations who prefer additional time & support to implement changes

OnDemand Dedicated
For Companies needing the highest levels of versatility & control in their OnDemand environment

AssurX®

Hosted Computing Environments:

Hybrid Multitenant "AssurX Cloud"

In this computing environment, multiple AssurX customers utilize the same AssurX dedicated web/application server(s), reducing the cost to subscribers. These customers operate under the same version of the AssurX core software platform on the servers, and upgrades to the core software affect all the customers simultaneously.

Private & Secure Data

There is absolutely no sharing of customer data in the hybrid multitenant AssurX Cloud. Our software platform is architected to provide a secure multitenant environment, where only the core platform is shared.

Databases are separated by company and environment. All customer data, including transactional records, forms, configurations, processes, users or application security, is stored in private customer dedicated databases, located on one or more servers.

Only AssurX on This Cloud

Unlike other cloud providers, AssurX hardware and bandwidth resources are used only by AssurX customers, and your computing environment is managed solely by authorized AssurX personnel and its data center agent.

Customer Dedicated "Private Cloud"

In this environment AssurX provides dedicated web/application server(s) and database(s) for each customer. Each customer operates independently using their own copy of the core AssurX software platform and may determine their own update schedules.

OnDemand Software Environments:

Production

The "live" environment where end users access and use the AssurX software.

Development

Used for making configuration changes to your existing solutions/applications and configuring new applications.

Test/Validation

Used for validation testing prior to use in the production environment. With the Advanced and Dedicated Service Options, these environments are on separate systems and are updated earlier than the production environment to allow for testing of updates prior to installation into production.

Daily & Incremental Backups

All OnDemand systems, including customer databases, receive daily backups that are retained for 14 days onsite; plus an additional 28 days offsite. Incremental backups are performed every 2 hours and stored onsite for 24 hours.

Software System Updates / Upgrades

Advanced notice is provided before AssurX implements software changes such as new releases, service packs and patches into OnDemand production environments to allow for customer testing and validation to be performed.

Scripting / Promotion Services

Working with your administrators, our support staff scripts and promotes your new or newly configured applications between your OnDemand development, test/validation and production environments. This service allows entire applications, or changes to an existing application, to be moved in a controlled manner without you rekeying or rebuilding any configuration.

Automated Bulk File Export

Easily export multiple AssurX records and their associated attachments from your OnDemand system to an external location as individual files for each record and attachment.

Integration / Data Import-Export

Integrate your AssurX OnDemand system with your local systems and databases via inherent data ports and import/export capabilities. Records can be automatically moved between the systems. And, data from your local systems and databases can be used and viewed from the OnDemand AssurX system.

About AssurX

With decades of expertise built into their quality management and regulatory compliance software, AssurX helps *any* company, exceed quality expectations, ensure compliance, manage risks and better govern their enterprise. AssurX is a highly versatile set of software solutions that unites and coordinates information, activities and documentation in one reliable enterprise system, letting you easily orchestrate operations; detect, correct and prevent problems; and improve the bottom line.

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