

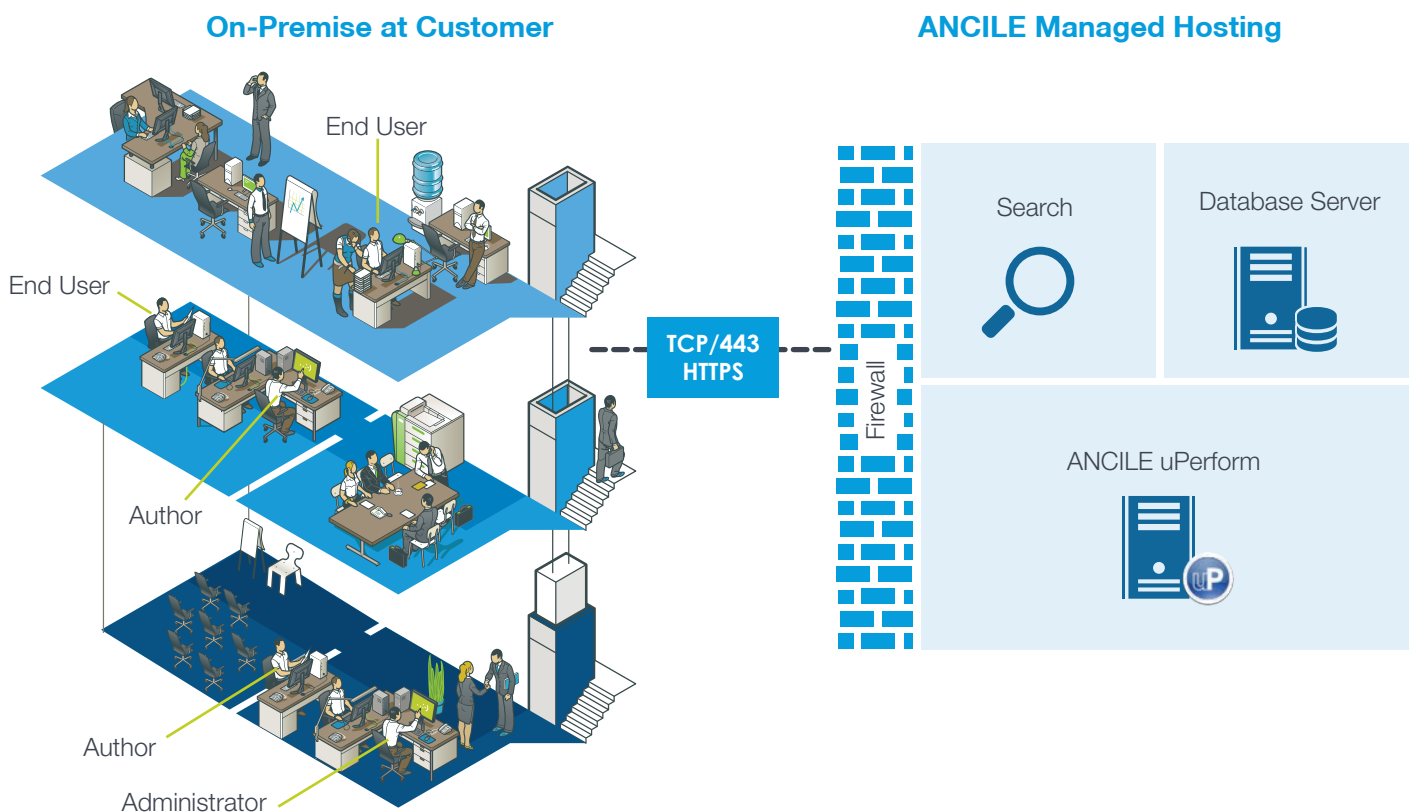
ANCILE Managed Hosting Services

Reduce your costs. Increase your peace of mind.

Sometimes your technical infrastructure can be challenging – both in terms of cost and management. However, you don't want these challenges to pose a barrier to growing and sustaining your performance support strategy. With ANCILE Managed Hosting, you can deliver learning and performance support content to your employees – securely and affordably.

ANCILE Managed Hosting provides you with the full benefits and value of the award-winning ANCILE uPerform™ solution, while eliminating the time and costs associated with launching and managing the server infrastructure.

Managed hosting provides you with a complete ANCILE uPerform server environment, considerably reducing the IT costs and resources required to install and maintain the ANCILE uPerform server. This allows you to focus time and attention on developing and delivering learning content, rather than administering the server infrastructure. ANCILE has partnered with an industry-leading hosting provider, equipped with a state-of-the-art data center, to provide this hosting service. Server management and infrastructure are included in the ANCILE hosting agreement. Your hosted server management includes installation, configuration, and maintenance performed by ANCILE experts.



Included in the Managed Hosting Services

ANCILE Managed Hosting includes not only the data center environment, but server administration and support delivered by ANCILE personnel who are experts in ANCILE uPerform server development and maintenance.

Included in your hosting services agreement are the following items:

- Data center, network, and server
- High availability
- Server setup and configuration
- Routine administration and maintenance
- Monitoring
- Backups
- Storage
- Bandwidth
- Issue resolution

Version and Release Upgrades

When you initiate your hosting agreement, ANCILE will install and configure the latest version of the ANCILE uPerform server software. ANCILE will coordinate with you to determine optimal timing for upgrades and patch installations.

Availability

ANCILE Managed Hosting is available for new customers and for existing customers. For existing customers, ANCILE provides optional services to migrate an on-premise ANCILE uPerform server to the ANCILE hosted environment.

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