

# ACT! Premium for Web/Windows Application Hosting FAQ



Hosting provided by ScionASP



## **ScionASP Announces Application Hosting for just dollars per user per month.**

Thank you for your interest in ScionASP hosting services. ScionASP is a leader in hosting software products and business and productivity applications. With more than 3000 users, we have the systems, resources, staff and technology in place to guarantee 99.7% uptime, support end user issues and provide access anywhere, anytime from any system.

ScionASP has been providing Internet based network services for more than 6 years. Our value proposition is that “hosting” reduces the large cost of traditional application deployment and speeds up the time it takes to set up and deploy applications for companies large and small. The ScionASP solution drives down the cost of implementation and speeds up the “time to market” for use and access to business applications. Now customers large and small can leverage “best of breed” applications for their businesses faster and for much less than traditional in house solutions. ***What used to take weeks or months set up and large IT budgets to finance now can take days to implement on a “pay as you go” basis.***

Some of the benefits of having ScionASP host your applications include:

- A competitive alternative to other online software applications that are not traditional leaders in their space.
- Lower operating costs, so your IT managers and other personnel can focus on other mission-critical responsibilities.
- Offering a dramatic reduction – maybe even the elimination of in-house IT tasks involving desk-side and application support and upgrades.
- Lower cost of software deployment through greatly reduced deployment time and elimination of the need to hire additional costly IT support.
- Lower cost of ownership.
- Faster return on investment.

So how is this possible? ScionASP provides its hosting solution at a price point that matches or beats traditional on line and in house software solution deployments. Our low, \$45 per user per month fee matches the real costs of purchasing hardware, server software and providing technical resources while guaranteeing 99.7% uptime to you. We even perform all the upgrades and management of your network systems at no extra costs to you.



## Why ScionASP and Why Hosting? The Advantages are Obvious

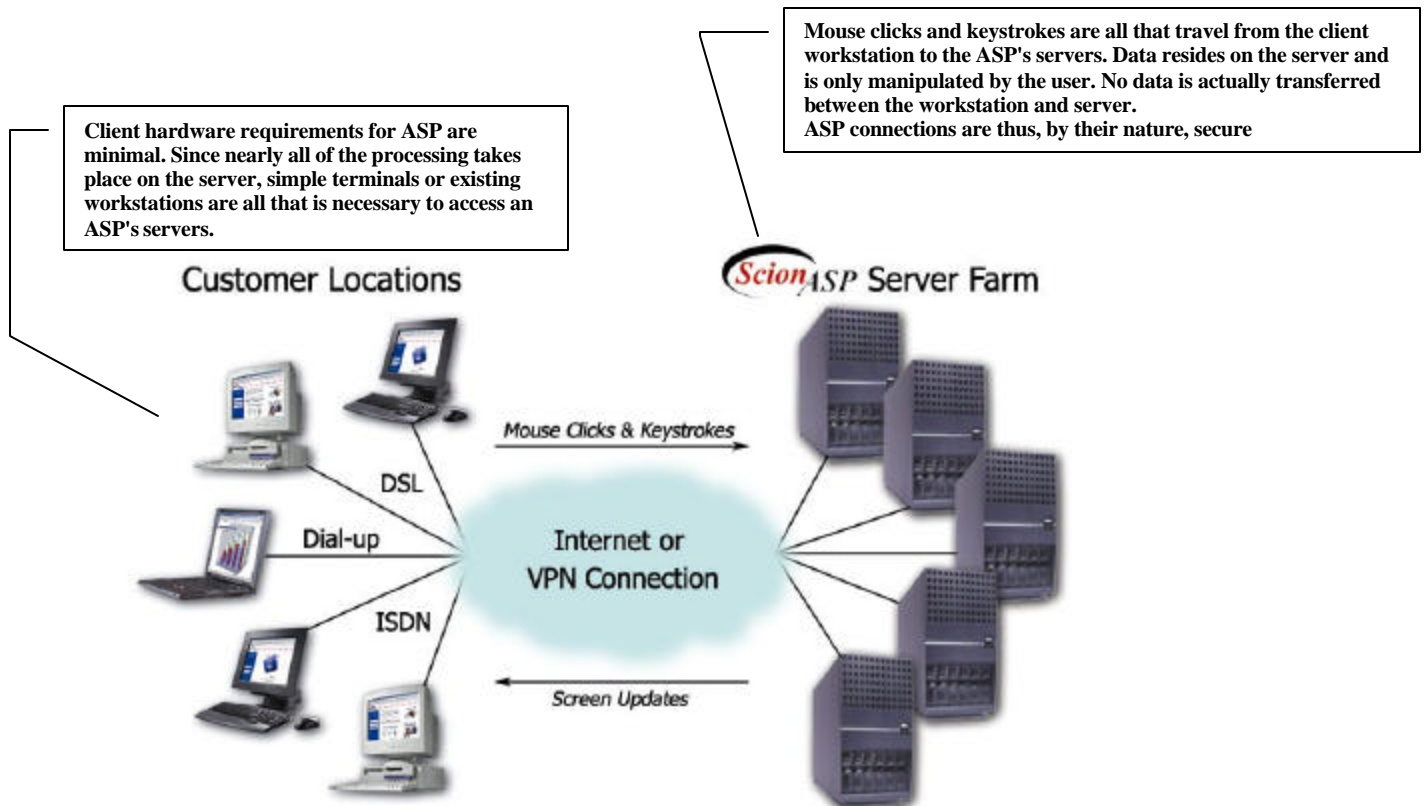
ScionASP shoulders the challenges of installation, maintenance and support when we host an application. This means that the end users' highly paid IT staff can concentrate on mission critical projects and issues. All users need to do is log on and start working.

## Technology and Commitment – Data Security and Maximum User Access

All data is encrypted and scrambled. Screen shots, keyboard and mouse clicks are the only data ever sent. All application data stays behind our firewall. Users cannot access anything other than “viewing” their application and their user files thereby reducing data loss or theft. And users share applications, technology and network systems driving down your costs.

ScionASP's commitment to you and your users is to provide guaranteed uptime, disaster recovery, data security and technical support, all for a flat rate per month per user. And our “Service Level Agreement” puts all of that in writing.

## How Your Systems Reach Our Data Center



## Frequently Asked Questions (FAQ) about ScionASP's Service

### What is being announced?

Today, ScionASP announces the availability of ACT! Premium for Web and ACT! Premium for Windows starting at just \$45 per user, per month. Ideal for small and medium sized companies ACT! Premium for Web and ACT! Premium for Windows hosted by ScionASP offers you the ability to leverage market leading CRM software built by Sage Software and ACT! running on ScionASP's large data center services network. Access anywhere, anytime on any machine.

\*Certain terms and conditions of the ScionASP and ACT! Premium for Web End User License Agreement apply.

### Why should I use the service?

ScionASP Hosting Service is a fast, easy and inexpensive way to get your users on ACT! Premium for Web and ACT! Premium for Windows.

This service is ideal for users or customers that;

- need a fast "time to market" solution.
- need it today but plan to bring it in house in the future.
- have little or no IT resources or staff.
- have an IT staff that is too busy to meet your deployment schedule.
- face expensive upgrades to network, end user or server equipment.
- have inadequate Internet service. Remember DSL services do not allow for enough "outbound" broadband speeds and user access to internal Web servers are often not be supported.<sup>(1)</sup>
- have multiple offices that do not have the technical or financial resources to provide central access to a shared application.

### How is your solution positioned against the competition?

This solution is for those clients seeking an alternative to on line software solution providers or in house client server deployment. On line solutions are often inadequate, lacking the features and functionality found in "best of breed products". **Plus they often are proprietary, leaving the users with nothing at the end of their contract except an export file.** Our solution allows clients to leverage the large scale investments ScionASP has made in technology. Since our systems are not proprietary, users can redeploy elsewhere with the same data and software.

(1)\*Typical DSL carries provide for high inbound broadband speeds typically 3 to 5x faster than outbound. It makes outside server access performance problems likely and in some cases could violate your DSL service agreement since many providers will not allow local server services for outside users.



## **How is this different than ScionASP's other offerings?**

ScionASP is a Platform Provider. Our systems are designed to host multiple applications for users. Adding ACT! Premium for Web and ACT! Premium for Windows simply extends our portfolio of applications.

## **What if I need support services for my users?**

ScionASP works well with qualified channel partners or ACT! Certified Consultants to provide local support for services. We also support local and regional training service providers and partner well with third party consultants.

ScionASP also provides end user administrative support in fixed 5,10 and 15 hour per month service bundles. You can use these service packs to "hire" ScionASP support engineers to help with application support, troubleshooting user issues, managing user access, troubleshooting company data issues or providing upgrades to databases etc.

## **What if I want ScionASP to run more than just one application?**

Your per user per month basic fee include network access to one application. Additional applications like MS Office, Outlook, Exchange, MAS and others are available for an additional cost. Please see your ScionASP sales representative for a complete list of additional applications available or for more information.

## **What type of service can I expect from ScionASP?**

### ***Commitment to Performance – Maximum Access***

To achieve maximum performance, ScionASP uses IBM, Microsoft, Citrix, Cisco, Computer Associates and other leading technology providers to ensure the security and performance of your users' data. Users can concurrently access a remotely located server farm, sharing resources and technologies. A complete review of our network services operations is available.

### ***Commitment to Performance – User Support***

Supporting users' access and functionality goes hand in hand with maintaining a platform to run our services. ScionASP maintains 24x7 operations and call center with engineer resources available 5x10 Monday through Friday.

\*Terms and conditions and additional fees apply.



## Support Service Options

ScionASP connectivity and network access support are included in our base fee and is available 24x7. Additional services are available.

**Platform Services** provided by ScionASP includes servers, network access, user connectivity, 24x7 application access, disaster recovery, failover and database back up. Users are added to our network(s) and can access their subscriber applications. This base service is ideally suited for the client who has support staff dedicated to application support. This service is designed only to provide hosting services, technology and connectivity for end users. User support is provided by the client's internal help desk or another resource.

**Support Upgrade Packages** are available for an additional cost. ScionASP provides increased levels of support for clients that do not plan to staff a network or application administrator. Support packages are ideal for day to day end user and administrative tasks and include; 5x12 support, on line trouble ticketing, problem resolution, user change/add/delete, database back ups, end user management and unlimited support requests up to 3 client support contacts, and in some cases will extend to end user and user device support for all hosted applications. Support Packages are billed monthly and come in 5, 10 and 15 hour (per month) packages.

**Customizations, Database Imports, Custom Reports** services are also available. Costs can vary for these based on the type of import, detail of customizations and level or reports.

**Microsoft Office, Outlook and Exchange Services** are also available.

**3<sup>rd</sup> Party Solutions and Integration** – Solutions requiring third party software provided by your local Business Partner or data integration from source providers requires some testing. Services fees vary depending on the type of service required. Please see your ScionASP sales representative for further details.

## How is the offering priced?

ACT! Premium for Web and/or ACT! Premium for Windows	Contract Term		
	1 Year	2 Year	3 Year
Per user per month	\$65	\$55	\$45
<b>One Time Set Up Charge of \$100 per user applies. Additional application, services and systems fees could apply. Please see your ScionASP representative for actual costs and contract terms.</b>			

### Sample 10 User System

ACT! Premium for Web and/or ACT! Premium for Windows	Contract Term		
	1 Year	2 Year	3 Year
Per user per month	\$65	\$55	\$45
10 Users – Monthly Fee	\$650	\$550	\$450
<b>Set Up Fee - \$1000</b>			
<b>Total due at signing*</b>	<b>\$1650</b>	<b>\$1550</b>	<b>\$1450</b>

\* Due in advance – set up fees and first month's service fee. Additional service, support and applications extra. 5 user minimum required. Software EULA applies. Terms and conditions apply.



## **How does billing work?**

ScionASP issues invoices one month in advance of the service period. Service fees are due in full the first day of the service month. Service fees must be paid within 15 days of the invoice due date. ScionASP reserves the right to suspend service on the 16<sup>th</sup> day past the due date for non payment. Fees for reinstatement apply. Please refer to the ScionASP Services Agreement complete details.

## **How long is the ScionASP service contract and what if I want to cancel?**

ScionASP offers 1, 2 and 3 year contract terms. Long term agreements are the least expensive. You can cancel services at any time. However early cancellation is subject to one time cancellation fee of 25% of the remaining balance of contract fees.

## **Who Owns the Software?**

ScionASP provides the network and systems to run licenses owned by the end user. Clients in many cases must purchase the application license(s) from an authorized reseller. But ScionASP owns all network software and hardware required to run the application software.

## **Do I get to keep my Company Data?**

As a matter of ScionASP policy, customers “own” their data and customizations. Once the customer has satisfied the terms of their contract, ScionASP will provide a complete copy of the client database.

## **How do I get started?**

Getting started is easy. Just sign the ScionASP Services Agreement and pay for set up fees. Next our engineers and project managers will help coordinate resources, walk you through the set up process, order the necessary systems and software and provide you with support contact and deployment advice to get you started.

