

Enterprise Application Hosting Services

Ontario Systems offers expert hosting services for all of its enterprise applications. Learn how we can help you with development, testing, production, analytics, disaster recovery, and a variety of business services for letters, scrubbing, and payments.

Let Ontario Systems handle all the physical and logical data center operations, allowing you to focus on running your business. We take it a step farther by providing management administration of the operating systems, databases, and networks within the data center. This includes patching, backups, compliance controls, and configuration standards, as well as many other services. If you need further help managing your Ontario Systems applications, additional services can be purchased through our managed services division.

Hosted solutions from Ontario Systems move your business forward in technology and security so you can stay focused on what you do best – running the business of receivables management.

Key Benefits of Ontario Enterprise Application Hosting Services

- Security and compliance with PCI-DSS, HIPAA, and more
- Caché database administration
- Application management of Ontario Systems products from the professionals who created and know them best *(optional with additional cost)*
- Increased uptime and reliability of systems due to a strictly followed change process
- Highly redundant and fault-tolerant infrastructure

Management

General Services

- 24/7 staffed response team
- Service desk and incident management
- Real-time health monitoring and alerting systems
- Problem management, including continuous improvement
- ITIL Standards
- Disaster recovery (DR) services available *(optional with additional cost)*

Storage Administration

- Storage optimization
- Space management

System Administration

- Patching
- Configuration management
- Capacity management and infrastructure provisioning

Database Administration

- Configuration management
- Capacity management

Network Administration

- Clustered and redundant network infrastructure
- Voice and data switching
- Firewall configuration management
- VPN/MPLS routing capability
- Large-scale network bandwidth
- Network management of data center gear, including routers, switches, load balancers, and firewalls
- Capacity management and infrastructure provisioning

Backup Services

- Nightly database and operating system backups
- Multi-day rolling retention
- Offsite storage *(optional with additional cost)*
- Restoration services *(billable)*
- Standard maintenance windows *(intrusive and non-intrusive)* increase stability and improve your operations



Other Benefits

- Root cause analysis and preventative measures for all systemic service outages
- Deep understanding of interaction between Ontario Systems applications and hardware, operating systems, and databases
- Deep cache database experience
- Direct insight to product roadmaps
- Integration with other cloud services from Ontario Systems

Security and Compliance

Certifications and Compliance Standards

- HIPAA compliant
- PCI-DSS 3.1 certified
- SOC 2 Type II compliant facilities
- ISO 27001 compliant

Physical Security

- 24/7 surveillance
 - 90+ interior and exterior video cameras with 90-day retention
 - Uniformed security guards with hourly facilities inspections and strictly enforced security policies
- Multiple mantraps and reinforced walls
- Servers maintained inside windowless interior walls
- Steel doors with single entrance to data center
- Visitors escorted at all times
- 3-factor access to server rooms (*plus locked cages*)
 - Something you have (*badge*)
 - Something you know (*PIN*)
 - Something you are (*retina scan*)
- “Least privileges” concept employed

Security Services

- File integrity monitoring
- Anti-virus and anti-malware
- Web application firewall protection for external systems
- Centralized logging
- Intrusion detection
- Event management
- Vulnerability management
- Change management governance
- DDOS protection for external systems
- Semi-annual firewall configuration reviews
- Incident-response program
- Data encryption management
- SFTP import/export capability (*browser or SFTP-client compatible*)

Shared Infrastructure

- Data center building (*F3 wind rating*)
- Rack space
- Power (*redundant entry points*)
- Fiber (*redundant entry points*)
- Generators (*redundant units with onsite fuel and redundant suppliers*)
- Cable management
- Fire detection and suppression
- HVAC (*hot/cold isles with maintained temp within 5-degree variance*)
- Hands/Feet service
- Advanced network systems

Compute

- ESXi Host Cluster
- VMWare
- vCPU
- RAM

Storage

- EMC SAN storage platform
- RAID configuration
- Fast disk solutions
- Offsite replication (*optional with additional cost*)

Customer Responsibilities

- Connectivity to the data center
 - VPN over internet
 - MPLS
 - SecureLink
- Application administration
- Premise-side infrastructure, network, and system management

Learn More

When paired with our Contact Savvy® hosted contact management solutions, Ontario Systems hosted services give you the most powerful receivables management solution in the industry. Contact us today to discuss the best Ontario Systems hosted solution for your organization.

