



WiredContact Worldwide, Inc.
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Advantages for Hosting in the WiredContact Cloud

When hosting in the WiredContact Cloud, the WiredContact Team provides its CRM software as a service that includes:

- Two sites for both Online/Tablet and Mobile access.
- Monthly updates of the WiredContact software with new features automatically enabled
- Automatic nightly backups
- State-of-the-art server configured beyond WiredContact's recommended specifications for peak performance 24/7. Only WiredContact software is installed on the server.
- Maintenance and management of the server, including applying all monthly server and WiredContact updates for optimum performance.
- Management of your WiredContact sites by the makers of the WiredContact software, providing prompt service, highest level of software knowledge and CRM expertise.
- 99.9% Server Uptime – redundancy internet connections to ensure uptime
- SSL Certification available as an additional option.
- Priority support for technical and user issues.
- Your customized user friendly domain name [http://\[yourname\].wiredcontact.com](http://[yourname].wiredcontact.com) or [http://\[yourname\].mywce.com](http://[yourname].mywce.com)
- If you own your licenses, you can transfer your site back in-house at any time
- No Contract. Cancel anytime.
- Nightly backups can be available for you to download

Customer Data & Remote Administration

- Remote Administration to the Site Settings / User Settings / Templates, if desired.
- Customer owns their data and will be provided backups on request (we can provide nightly downloads for you).
- Customer owns their WiredContact templates, including modified templates and other customer specific documents. These files are available upon request.

Our world Class Professional Hosting facility includes:

- Three separate power feeds from three separate power grids.
- Multiple power distribution units to condition the incoming electricity.
- 1+ Megawatt diesel generator backup systems to protect buildings against an extended loss of commercial power.
- All data centers are protected by multiple layers of security including multiple layers of electronic building & facility access secured by magnetic locks, 24/7 onsite-personnel, monitored and recorded closed-circuit television, person-traps, and mandatory identity logging of all outside visitors.
- Protected from fire damage by design with concrete floors, steel ceilings, and steel framed racks. Our data centers are equipped with a combination of FM200 fire suppression and a multi-zoned, pre-action, dry-pipe system. In order for the systems to trip, multiple cross-linked events must occur. These include detection by ceiling mounted smoke-heads and sensors located throughout the facility. Lastly a sprinkler head must trip in order for the dry-pipe system to activate. This requires a temperature of 140 degrees F at the head location. Upon detection of the presence of fire or smoke in the data center, the detection and control panel will sound an alarm, shut down air handlers, disconnect power from the protected equipment, and then release the extinguishing agent(s) localized at the event point.
- Raid1 so a single disk failure will not compromise data. We make backups of database and files. Those backups are transferred to additional physical hard drive(s).
- The hosting facility has been audited and received SAS 70 Type II Certification. The Statement on Auditing Standards (SAS) 70 certification is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants and represents that a service organization has been through an in-depth audit of their control activities, which includes controls over information technology and related processes.

Advantages for Hosting in WiredContact Cloud		Benefit
1.	<p>High Powered Servers: The servers in the WiredContact Data Center are spec'd and maintained to the WiredContact software to optimize performance and ensure there are no conflicts in applications.</p>	Speed of WiredContact; Performance is optimized
2.	<p>100% WiredContact Expertise: Your WiredContact site is maintained by WiredContact employees, ensuring top-notch performance of your site. Since we have full control of our servers, we can easily troubleshoot any issues and quickly make updates, as needed. The WiredContact employees have over 7 years of experience working with the software and CRM expertise. Your IT Staff can focus on your core business issues and let the CRM Experts manage your WiredContact site.</p>	<p>Quick resolution of issues that may arise. Typically on customer servers, it takes longer to troubleshoot since we have no control of the hardware, network, software or configuration settings of the server.</p> <p>Also, in many cases we may not have access to or authority to change server components, inhibiting fast resolution to potential issues or updates to software.</p>
3.	<p>99.9% Network Uptime Guarantee 100% Secure Guarantee</p>	Your downtime is minimized and your data is safe. We manage the installation and renewals of the SSL Certificate (optional).
4.	<p>WiredContact Software Updates automatically installed: When hosting with us, we update your WiredContact software with new versions which are released monthly. New features are automatically enabled so you can get the benefit of new functionality.</p>	<p>No additional fees for installing WiredContact software updates or enabling new features.</p> <p>If you would like us to do this on your company server, there are service fees applied.</p>
5.	<p>Modifications to WiredContact easily made</p>	<p>Cost savings on additional service fees.</p> <p>Generally, if we need to access a company server, there most likely will be an additional fee involved for customizations (plus a \$49 per server instance charge on top of the services).</p>
6.	<p>Support on Demand</p>	When you site is hosted in our data, we have instant access to your sites should there be a technical hiccup or issue.