

# HOSTED RENTAL SOLUTION THROUGH MACOLA'S APPLICATION SERVICE PROVIDER

VERSION

7.5

ASP

THIS HOSTED RENTAL SOLUTION LEVERAGES MACOLA'S MANUFACTURING, DISTRIBUTION, FINANCIAL AND REPORTING SOLUTIONS RUNNING ON MICROSOFT SQL SERVER. THIS SOLUTION WILL PROVIDE YOU WITH THE LATEST SOFTWARE VERSION FOR A SMALL MONTHLY FEE WITHOUT INVESTING IN NEW NETWORKS OR HARDWARE.

## HOSTED RENTAL SOLUTION

Our Application Service Provider (ASP) hosts and manages access to Macola's manufacturing, distribution, financial and reporting solutions, running on MicroSoft SQL Server. Access is provided to multiple companies from a centrally managed facility. These applications are delivered over the internet on a subscription basis. This delivery model speeds implementation, minimizes the expenses and risks incurred across the application life cycle, and overcomes the chronic shortage of qualified technical personnel available in-house. Macola's ASP partner is InsynQ ([www.insynq.com](http://www.insynq.com)) out of Tacoma, Washington.

### Benefits of hosting through an ASP include:

- **Operational freedom:** by outsourcing application management, you can focus critical resources on your core business function.
- **Improved performance:** ASPs can apply their vast experience to implement best IT practices for superior levels of availability, security, backup, disaster recovery, and help desk.
- **Financial flexibility:** this model reduces fixed costs and lowers overall expenditures for hardware and applications.
- **Reduced risk:** with no capital expenditure on software, hardware, and IT personnel, organizations can leverage new technologies with minimal impact to their existing environment and bottom line.

## THE SOLUTION

In this rental model, you still have access to Macola's flagship e-Business solution, Progression SQL. This comprises of over 30 packages, reporting, and analysis tools in manufacturing, distribution, and financials. Rental Solutions are available with a one, two or three year contract.

In addition to your mission critical Macola solution, you can also optionally rent a complete desktop with Microsoft Office, e-mail, and complete Internet access.

As InsynQ and Macola share a strategic partnership in providing Progression SQL in this rental model, you have a wealth of expertise brought to you. Macola works closely with InsynQ to install updates and for any kind of troubleshooting. As Macola develops new versions and enhance-



*Macola Progression packages available through this hosted rental model*

ments, these will be made available to you as a part of your rental fee.

## TECHNOLOGY

Connecting over the Internet and accessing Macola Progression is not new to Macola. We have been offering this for years for our customers that required a Wide Area Network (WAN) or remote access solution. Hence the technology used here has been field-tested over time.

A customer will connect to their Macola Progression SQL applications over the Internet using Microsoft and Citrix software technologies. A Citrix ICA client running on nearly any computing device can be used to access these applications over the Internet.

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The client device can connect to the Internet by as simple as a dial-up connection. Based on applications accessed and usage, a dedicated telecommunications line will be recommended. InsynQ, through their strategic partner, Global Crossing, can provide these recommendations and also rent these communication lines.

## DATA SECURITY

As your data is not physically at your location, and as you transact over the Internet, several precautions have been taken with this model to ensure complete data security.

Using secure ICA Citrix technology, packet transmissions between the client and the server is encrypted. This completely prevents any data interception while transacting across the Internet.

To assure complete independence between customers, each customer is hosted on a separate server. This not only prevents any chance of data co-mingling, but provides the assurance that your configuration on the InsynQ servers is unique to your needs.

## IMPLEMENTATION

Aside from a very minimal effort configuring the client workstations or devices and connecting them to the InsynQ datacenter, no further software installation is required.

Although the network and hardware will be configured by remote hosting your system on InsynQ's datacenter, you will still need to go through the implementation process. This must start with a firm foundation and analysis of your existing business operation and what you expect out of the Progression enterprise system. This will ensure that the integration of Macola Progression into your operations will meet your expectations.

Another essential element to a successful implementation is training. Blending classroom education and interactive hands-on training enables your staff to gain confidence and master the software to manage all of your everyday business operations. These services can be provided through a local Macola Business Partner or Macola Professional Services.

## SUPPORT

In addition to implementation services from a local Macola Business Partner or Macola Professional Services (MPS), you

can also purchase telephone support from the Macola Business Partner or Macola.

To ensure the highest levels of service to you, InsynQ will act as the first level of support to determine if this is a system level call that needs to be handled by InsynQ engineers or if this needs to be routed to Macola.

In addition to first line support to determine if this is systems or application related, all hardware management and backup related services will be provided through InsynQ. This will include:

- Backup of Data and Operating Systems
- Citrix Metaframe and Service Updates
- Database Administration
- SQL Server Database Upgrades
- Windows NT NOS and Service Updates
- Printer Setup and Services

## BUYOUT OPTIONS

With the term of your contract, you can choose to purchase the software at a fraction of the retail price for the Macola system.

## FOR MORE INFORMATION

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