MANAGED HOSTING FOR FUNDCOUNT WITH DIGITAL EDGE

Why all hosting providers are not created equal

FundCount has partnered with Digital Edge to provide a range of hosted delivery and support services to FundCount clients who prefer not to purchase and maintain on-premises technology themselves. As an ISO 9001 and 27001 compliant managed service provider, Digital Edge offers the most advanced security and hosting features available on the market.

Generic, low-cost hosted solutions providers cannot match the infrastructure, support and top-tier server management of established firms like Digital Edge. They keep their costs low by skimping on services and support. While using a generic provider might initially appear to be a good, inexpensive option, the decision could wind up costing your firm more in the long term.

To understand where generic providers cut corners and the impact that can have on your firm, following are five points to consider when comparing managed service providers.

Generic providers lease cheap data centers.

In a colocation hosting environment, companies lease space for their servers in a data center to benefit from the infrastructure and on-site support. But not all data centers offer the same level of support services.

Data centers are classified by tiers based on a scale from 1 to 4. Tier 1 offers the most basic infrastructure and is generally only appropriate for small businesses with no mission-critical applications. Higher-rated data centers provide additional services and support to maintain a client's system, including better redundancy and uptime, dependable power, advanced cooling systems, and robust security.

Inexpensive solutions can expose a firm to service delivery issues and potential loss of information, both of which have operational, financial, and reputational ramifications.

Reputable data centers disclose their technologies and their tier rating. If a data center is not willing to disclose this information, or if the tier level is low, you might be overpaying for the infrastructure and support promised.

Generic providers hire low cost, inexperienced staff.

Top-tier managed service providers offer not only a solid internal network and infrastructure, but the human capital to support it. Well-trained professional staff with key technical certifications respond quickly to issues and know the specifics of each client's operations and application.

Inexpensive hosting providers often employ cheap outsourced IT teams that do not have the skills to address issues that may arise. Allowing poorly trained engineers to troubleshoot your system not only delays resolution, but also increases the probability of mistakes and mishandled issues, which could wind up costing more in the long term.

Generic providers promise unlimited storage and bandwidth.

Generic providers market "unlimited" plans to attract a large number of clients. However, there is no such thing as unlimited — everything from disk space, available bandwidth or CPU resources has a limit.

Hosting providers that boast "unlimited" plans are likely sharing resources among clients. In most cases, when additional or back-up space is needed, it is provided through inexpensive, outmoded servers that share services — firewall, internet connection, disk storage, etc. Older servers are more prone to crashes and total loss of files and information. Sharing services increases the chance of hacking, which may compromise the sensitive financial data stored in FundCount.

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Reputable, top-tier providers offer clients dedicated servers with the maximum available data storage and bandwidth. The size of the server can always be increased and more power added to accommodate a client's growing data needs. Generic hosted solution providers compromise on customer support.

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The availability of 24x7 support is critical to most organizations as no business can afford downtime or service issues. The greatest cost savings of any application will come not from shaving a few thousand dollars off the purchase price, but from ongoing expert support that quickly solves problems, keeping downtime to a minimum. Professional support can even pre-empt more serious issues, providing value over-and-above any cost.

Reducing overhead by cutting support staff enables generic providers to offer rock-bottom prices, but it means insufficient staff and a longer turnaround than expected before issues are resolved. Typically, there is no phone support, even for time-sensitive issues. Production and technical issues are ticket based and must be logged by email, delaying response time.

Poor customer support, including protracted response time for everything from simple questions to complex technical problems, is one of the greatest downsides of using a generic provider.

Generic providers have limited knowledge of data security.

Data security is a pressing concern for all businesses, but particularly for firms that handle sensitive financial data. It takes time and money for data centers to keep up with the latest security patches, anti-virus upgrades, firewalls, and encryption techniques that help protect their hosted customers. Reputable hosting providers take security seriously and adhere to stringent standards for data protection and overall security management. If a breach occurs, they will work with you until the problem is solved.

One of the disadvantages of using a generic hosting provider is that it may not have the most up-to-date encryption and security protocols, leaving your application vulnerable to security threats. And, if a breach occurs, you will be left holding the bag and need to figure out recovery yourself. Additionally, the on-site technical staff might lack the knowledge to follow best practices when configuring security patches.

Why Digital Edge is different.

FundCount partnered with Digital Edge because of the company's longstanding reputation as a trusted provider of advanced hosting with fail-safe security and compliance features.

The Digital Edge team has in-depth knowledge of FundCount software that goes beyond standard Managed Service Level 1 and 2 support. Digital Edge facilitates all FundCount operations, except for code troubleshooting and changes.

Digital Edge runs FundCount hosted applications in accordance with NIST CSF 800 standards. All controls are auditable and will meet compliance checks. Digital Edge has two Tier III colocation data center facilities run by reputable companies, one in Staten Island, NY and the other in Dallas, TX.

Services	Digital Edge	Generic Providers
Hardware or virtual hosting offers	Yes	Most
Basic Firewall	Yes	Most
Firewall redundancy	Yes	Some
Advanced firewall features such as intrusion detection & prevention	Yes	Rarely
DDoS protection	Yes	Some
Backup frequency	1 hour	Some
Backup restoration speed	1 hour	Not offered
DR tests	Yes*	Rarely
Antivirus	Yes	Sometimes
Alerts for vulnerabilities	Yes	Not offered
Implementing NIST controls	Yes	No
Application knowledge	Yes	No
Customized patching of OS	Yes	Rarely
On demand patching of FundCount application	Yes	No
FundCount application performance optimization and monitoring	Yes	No
Client portal to track tickets and performance alerts	Yes	Some
FundCount application level support	Yes	No
Included application logging and alerting	Yes	No
Proactive monitoring	Yes	Rarely
Security event logging and alerting	Yes	No
Advanced application level database administration and support	Yes	No

*for an additional cost

To learn more about managed hosting for FundCount, visit www.fundcount.com.

FundCount
WE GO BEYOND THE NUMBERS