



## FC MANAGED

**FC Managed is a comprehensive systems and applications administration package for clients running FundCount on servers in their own offices or data centers**

FC Managed was developed for clients who operate FundCount themselves but need support managing their Windows servers at both the systems and application level. Clients using FC Managed benefit from a single point of contact for FundCount and expert systems administrators with extensive knowledge of FundCount software.

### All Client Types

Clients of all sizes — from small family offices to some of the world's largest fund administrators — can benefit from FC Managed. With FC Managed, you decide the level of support you need. While some clients may prefer to leave all systems and application-level support to Digital Edge, others may rely on their in-house IT team for some tasks, but use Digital Edge for second-level support and monitoring. Whatever your support needs, FC Managed is a flexible service that can be tailored to the specific requirements of your firm. Digital Edge will work to integrate FundCount services into your organization, not force you to conform to someone else's support model.

### Disaster Recovery

High availability disaster recovery services make it easy to protect your FundCount investment. A standard FC Managed implementation includes a full disaster recovery instance of the system in a separate facility over 100 miles away. Data is automatically replicated from the primary to the disaster recovery instance in real time.

Digital Edge will work with you to integrate the disaster recovery instance of FundCount into your firm-wide business continuity plan. They will configure the necessary connections to your disaster recovery site or provide remote login capability for users to access the system from a temporary location.

FundCount has partnered with Digital Edge, a respected provider of managed cloud solutions, to deliver FC Managed. Benefits include:

- 24/7 expert support
- Extensive monitoring for hardware, OS, and FundCount software
- Flat fee monthly support contracts with no hidden costs
- Dedicated experts take first call on all requests — no ticket queues

## Expertise and Approach

Digital Edge staff are experts in the latest systems technology and maintain certifications in both Windows and Linux. Their operating systems and FundCount knowledge is comprehensive and spread across the firm.

The process to implement FC Managed is straightforward. We will:

- Ensure that all the servers are properly set up according to industry standard best practices.
- Establish a VPN link from our primary and disaster recovery sites to every server under management.
- Install a set of custom tools and integrate your computers into our proactive monitoring system.
- Run a standard set of checks on every computer under management, including checks developed exclusively for FundCount.
- Add custom monitoring for any systems or operational area that you identify as an area of concern.

Any issues can be diagnosed and corrected remotely quickly and efficiently.

## About Digital Edge

[Digital Edge](#) provides unparalleled managed cloud solutions and superior information technology support services. Skilled and accredited with a proven track record of more than 20 years, Digital Edge operates exclusively within prime data center facilities and provides enterprise IT services expertise in:

- Managed cloud services
- Security in the cloud
- Private and hybrid cloud
- Infrastructure as a Service
- IT support and outsourcing
- 24/7 NOC and SOC operation
- Business continuity and disaster recovery

Digital Edge has the experience to support enterprise class IT organizations with complex needs and large processing demands with speed and flexibility. Our experience, engineering spirit, and fundamental knowledge is at the core of the technology solutions and services we deliver and which provide [stability](#), [security](#), [efficiency](#), and [compliance](#). Digital Edge is certified in ISO 27001:2013 and ISO 9001:2015.

