



# Hosting Services

## Ultimate Chemistry, Biology & Knowledge Hosted Suite

CambridgeSoft's *Hosting Services* simplify the systems infrastructure, database, and applications management needs of our customers once their informatics systems "go live". *Hosting Services* save our customers time and money, as CambridgeSoft can leverage its extensive science, technology and management skills, and packages them for each customer's unique requirements.

CambridgeSoft offers the three levels of *Hosting Services*, all of which include state of the art facilities, redundant fiber connections guaranteeing 100% internet connection, battery backup power, controlled physical security and access, and managed firewalls. These services are flexible and adaptable, and can be modified and tailored to meet unique customer needs. With *Hosting Services*, our customers can focus on Science, while CambridgeSoft takes complete responsibility for the Science IT.

	Std	Pro*	Ultra**
<b>Virtual Hardware Environment</b>			
Production Server: 100% planned uptime SLA, SASII location	■	■	■
System Support Service	5x10, next business day	7x24, 4 hours	7x24, 4 hours
Standard internet / accelerated traffic	Standard	Accelerated	Accelerated
Remote desktop to server	Available	Available	Available
Direct Database Access	Available	Available	Available
Test Server		■	■
<b>Operating Systems Environment</b>			
Operating systems administration	■	■	■
System backup	■	■	■
Operating system patches and updates	■	■	■
Load balancing	■	■	■
Monthly performance and uptime reports			■
<b>Oracle or SQL Server Database Services</b>			
Database performance check	Monthly	Weekly	Weekly
Maintenance and monitoring	■	■	■
Review and reports	Monthly	Monthly	Monthly / upon req.
Daily data backup	Nightly; 7 days storage	Nightly; 15 days	Nightly; 15 days
Restoration	1 month free; Unl. fee	5 months free; Unl. fee	Unlimited
<b>Number of Named Users</b>			
	5 – 50	5 – 50	5 – 50
<b>ChemBioOffice Enterprise Hosted Application Services</b>			
Critical phone support	Immediate	Immediate	Immediate
Hosting Ultra E-mail support		4 hours	4 hours
Post deployment training program		2 days WebEx	5 days on site
BioAssay protocol design		1 / month	5 / month
Visualization form design		1 / month	5 / month
Software upgrades and patch deployment		■	■
User account management		■	■
Remote client installation			■
Legacy data curation			■
Legacy data migration			■
Registration and Inventory data load			■
E-Notebook configuration enhancements			■

\* Pro Hosting Service is limited to a 100 work day annual maximum.

\*\* Ultra Hosting Service is limited to a 200 work day annual maximum.

All specifications subject to change without notice. Travel expenses, if required, are billed separately. All services delivered from a CambridgeSoft Application Development and Support Center.