



WHICH SERVICE

HOSTED OR ONSITE - WHICH ONE FOR YOU?



HOSTED

We provide the hardware, software, Operating system, SQL database, UPS and backup in a data warehouse which is managed 365/24. We fully maintain the hardware and keep the server up to date with the latest patches.

We guarantee 99.99% up time. Hardware failure has a guaranteed 4 hour repair / replacement. The entire data warehouse has both battery and on site generator backup. We are fully responsible for the server and all of the costs associated with it.

Typically hosted customers are either smaller customers or those with a very distributed network where access from the internet is crucial however servers exposed to the internet are not corporate policy.

Charging Scheme

We have an annual fee for hosting, licensing and support which is fully inclusive up to 10k licence. This allows you to start using Caplum with no capital outlay.

Hosted customer can switch to onsite option at anytime.

Description	Hosted	On Site
Ardlin provide full support	✓	✓
Ardlin perform backups	✓	✗
Ardlin provide hardware / UPS	✓	✗
Ardlin provide OS & SQL	✓	✗
Upgrades to latest version in annual fee	✓	✓
Caplum Active & PABX Interface capable	✗	✓
Full server maintenance Hardware and all software patches. 1 hour Hardware replacement.	✓	✗
Capital outlay (up to 10K licence)	✗	✓

ONSITE

You purchase a licence for your own server which you then provide the hardware, SQL Database and operating system and store it in your data centre fully under your control.

You are responsible for all aspects of the hardware, Database and Operating system, which means that it can be to your normal corporate standards.

Typically this option is chosen by our larger customers and/or those with security issues.

Charging Scheme

We charge a one off licensing charge for the Caplum software followed by an annual licence and support fee of 17%.

With this option you have initial capital outlay but lower onward costs.

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