HOSTED MANAGED SERVICES
THE MOST ECONOMICAL ERP & MES DEPLOYMENT METHOD

Brochure

HOSTED MANAGED SERVICES
THE MOST COST-EFFECTIVE DEPLOYMENT METHOD

Manufacturers are continually looking for ways to cut costs and increase their edge in the market. One of the best ways to accomplish this is to improve the way in which information is accessed, scaled and maintained, particularly relating to manufacturing data.

DELMIAworks®' Hosted Managed Services are specifically designed to help manufacturers gain greater flexibility, freedom and the functionality to compete and win against larger competitors, all while saving money. This deployment method frees our customers from the worry of system performance and security integrity, and allows them to focus on revenue-generating production and overall company strategy.

DEPLOYMENT OPTIONS

FACTORS TO CONSIDER	ON-PREMISE ERP (LICENSE)	CLOUD HOSTED MANAGED SERVICES ERP (LICENSE)	CLOUD HOSTED MANAGED SERVICES ERP (SAAS)
SW License Fees	Paid up front	Paid up front	Monthly subscription
User License Agreement	Perpetual license	Perpetual license	36 month commitment
Hardware Location	Customer determines	Data center	Data center
System Hardware	Provided by customer	Data center	Included in monthly subscription fees
Implementation & Training	Paid as incurred	Paid as incurred	Paid as incurred
Facility Hardware (desktops, kiosks, server(s) for RealTIme, laptops, network printers, WiFi, firewall)	Provided by customer	Provided by customer	Provided by customer
Power, Network & Environment	Paid by customer	Data center	Data center
SW Maintenance & Support Fees	Paid periodically by the customer	Paid periodically by the customer	Included in the monthly subscription fees
Backup & Redundancy	Customer responsibility	Data center	Data center
Application of Updates/ Patches	Customer responsibility	Provided by DELMIAworks	Provided by DELMIAworks
24x7 Monitoring for Uptime & Performance	Customer responsibility	Provided by DELMIAworks	Provided by DELMIAworks
Offsite Backups & Backup Testing	Customer responsibility	Provided by DELMIAworks	Provided by DELMIAworks
Adding Server & Storage Capacity as Needs Grow	Customer responsibility	Provisioned by DELMIAworks: added to monthly fees	Provisioned by DELMIAworks: added to monthly fees

BENEFITS TO A HOSTED MANAGED SERVICES DEPLOYMENT

MANAGED SERVICES

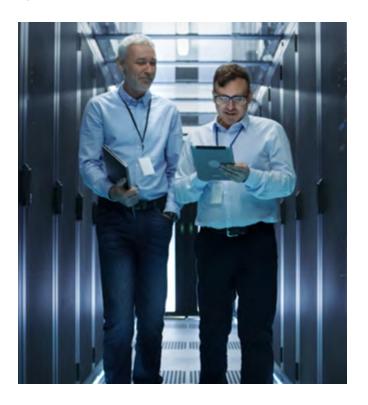**Guaranteed 99.5% Uptime for All Software and Services**

Built-in features and support ensure network, software and hardware stability and reliability. DELMIAworks offers an uptime guarantee, warranty support and disaster recovery procedures for our Hosted Managed Services customers.

24/7 Operational Metrics

Hosted Managed Services are designed to provide 24/7 support for capacity planning, server optimization and real-time analytics on server and application performance. Dashboards providing this data are available anywhere in the world at any time; all that's needed is a WiFi connection.

Built-In State-of-the-Art Security

Hosted Managed Services provides layers of security in the form of user authentication, backup encryption, multiple backup copies, and VPN/SSL connectivity provide the highest level of security for every user of the system.

FLEXIBLE/SCALABLE CLOUD INFRASTRUCTURE

Lower Initial Investment and Long Term Costs

Hardware hosting costs are spread out over time, causing the transition to Hosted Managed Services to lack the sticker-shock normally associated with purchasing a new ERP system. Also, because user licenses are perpetual, the overall long-terms costs per user actually decrease over time.

More Efficient Use of IT Resources

With Hosted Managed Services, manufacturers need not retain a robust IT presence at their organizations in order to keep their ERP running. Because DELMIAworks works around the clock to monitor and maintain the performance and integrity of each system deployment, issues can be resolved before there is any noticeable effect on the end user.

Prevents Issues with End-of-Life Hardware

Replacing system servers is a significant task, one that is not only costly but also disruptive to the organization. DELMIAworks ensures that Hosted Managed Services hardware is consistently up to spec, operating at peak performance for manufacturers around the world.

Scalability That Flexes In Real-Time

As the demand you place on the system fluctuates, so too will the resources necessary to keep you up and running. Gone are the days of acquiring robust additions to your computer systems or paying for expensive hardware upgrades when the need arises.

Support from any location at any time

Whether you have worldwide operations in multiple countries or have a single plant in one location, the DELMIAworks Hosted Managed Services our HMS platform delivers a virtual desktop to every location you want to provide access from. By providing this service from a hosted data center, DELMIAworks can deliver a reliable experience to all of your locations over an internet connection with secured virtual private network (VPN) technology.

HARDWARE & SOFTWARE PREREQUESITES

Hardware: DELMIAworks RealTime™ Servers and corresponding hardware, Laptops, Desktops, Tablets, Network Attached Printers, Firewall with VPN capability, Internet Connection

Software: Microsoft Office 365, Microsoft RDS CALs

Our **3DEXPERIENCE**® platform powers our brand applications, serving 11 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the **3D**EXPERIENCE Company, is a catalyst for human progress. We provide business and people with collaborative virtual environments to imagine sustainable innovations. By creating 'virtual experience twins' of the real world with our **3D**EXPERIENCE platform and applications, our customers push the boundaries of innovation, learning and production.

Dassault Systèmes' 20,000 employees are bringing value to more than 270,000 customers of all sizes, in all industries, in more than 140 countries. For more information, visit **www.3ds.com**.

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