

SmartGov™ Data Policies



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Responsibilities and Considerations	Cloud Deployment <i>Provided by Dude Solutions</i>
DATA ASSURANCE	
Redundancy and Failover	<ul style="list-style-type: none"> > Multiple Application Servers with Load Balancing > Archives Database Logs Every 15 Minutes > Active Failover Database
Back-ups	Automatically Created Weekly
Disaster Recovery	Comprehensive Disaster Recovery Plan Tested and Verified
APPLICATION MANAGEMENT	
Hot Fixes	Automatically Applied as Needed
Version Updates	Automatically Applied on Release
Database Administration	Actively Managed
Application Instances Provided	3 Instances are Automatically Deployed, Including Production, Training and Support
SECURITY	
System Firewall	Automatically Provided
VPNs	Not Needed
Encryption	Standard SSL



CAPITAL INVESTMENT	
System Hardware	Automatically Provided and Managed
Third-Party Software	All Required Software and Licenses Are Included
Full Time Engineer (FTE)	Provided with Cloud Services
Commitment	Very Flexible
PERFORMANCE	
Scalability & Storage	On Demand Scaling Unlimited Storage
Availability	99% Uptime Service Level Agreement (SLA)
External Access	24/7 Access to Product and Support
Portability of Data	<ul style="list-style-type: none"> > Easy to Share with Public > Third-Party Applications > Remote Devices
RESPONSE TIME	
Deployment	<ul style="list-style-type: none"> > No Infrastructure to Implement > Faster Iterations of Data Migration > Real-time Troubleshooting
Support	Instant, Real-time Access

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ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 12,000 organizations use our award-winning software to manage maintenance, assets, energy, safety, IT, events and more. For more information, visit dudesolutions.com.

