



## Hosting Services

Maybe your IT department has made the executive decision to discontinue your local-based server system or perhaps you simply don't have an IT infrastructure in place. ACEware can provide you a remote server solution to meet your needs.

ACEware leases Windows 12 Servers from GoDaddy providing you the hosted environment you need. You'll have a superior off-premise data center in GoDaddy with their noteworthy up-times (>99%) and the most current servers available. You also gain the instant server access for your ACEware technical support representative appreciates. There's no more waiting for internal permissions to resolve an issue that requires access to the server.

### Levels of Hosting Service:

We offer two levels of service to meet *your* specific needs for hosting and support. These service levels are described below and in addition, an at-a-glance table view is provided for your information.

- I. **Basic Hosting**— Our most popular hosting service plan. You receive the benefits of hosting the software off your local server yet retain the control of server set-up and maintenance that some organizations appreciate or require. With this option you need a representative from your institution who will be your server administrator. This person is secures and installs the required licenses, sets up user access, manages the server for the organization, and serves as a point of contact with ACEware to support set-up and maintenance needs.  
ACEware provisions the server space with GoDaddy, installs the software, and sets up the credentials for the server administrator identified by the institution.

Fee: Leasing and ACEware support fees range between \$300 and \$350 per month/\$3,600 - \$4,200 annually. This does not include the required licenses and security certificate fees.

- II. **Premium Hosting** – This plan is beneficial for continuing education operations who are in need of both an off-location server *and* the administrative support for set-up and maintenance. This is our one-stop shop service.

Fee: Quote based - Before a final quote can be provided, ACEware will do a needs assessment with your team to determine server specifications and license requirements to meet your needs.

### Payment Services:

With either service option, ACEware must have the contact of your Payment Services representative within your organization to install and test your Credit Card module. ACEware requires the use of one of their [pre-approved Payment Service Providers](#). A custom application programming interface (API) for a payment service not currently supported by ACEware is possible. Custom programming and additional charges would apply.

### Information to know about Email Relaying

GoDaddy requires that outgoing mail be routed through their STMP server before reaching an organization's STMP server. A limit of 1000 email per day applies on GoDaddy for all emails sent through Student Manager and ACEweb (automated emails like registration confirmations).



## Service Options At-a-Glance

Service	Details	Basic Management	Premium Management
<b>Software installation on remote server</b>		X	X
<b>Purchase of Client Access Licenses (CAL) and Remote Desktop Services (RDS) User Licenses</b>	A CAL and RDS user license per user OR per device is required. Estimate \$40/person or device for these licenses.		X
<b>URL registration: purchase and renewal of a web address</b>	During the needs assessment, we will determine if a new domain and address is required. Most customers use their organization's existing domain.		X
<b>SSL certificate purchase, installation, and annual renewal</b>	This is required for online registrations and payments. Estimate \$70/year		X
<b>Payment services set- up and testing</b>	A payment service provider is required for secure online payment. ACEware has <a href="#">approved partnerships</a> with several payment providers.		X
<b>Creation of User Accounts</b>	Each software user will need a user account to log into the server to access the software.	X- Single user account.	X
<b>Critical software updates and patches</b>	Completed monthly		X
<b>Student Manager data back-up</b>	Customers are responsible for their personal data backup schedules.		
<b>Server level back-up</b>			X
<b>Fees</b>		\$3,600 - \$4,200	Quote based on assessment