

Hosted Online - Benefits

With the never-ending complexity and in-house knowledge required to install, secure and maintain software, companies are looking for simpler implementation alternatives when purchasing time and expense tracking software. By delivering DOVICO Timesheet from our Web Servers, clients no longer need to concern themselves with all these technical complications. Companies can focus on increasing profitability and efficiencies from using our software rather than wasting energy and inevitable implementation delays on making sure they have a state-of-the-art server or have the latest security patch from Microsoft.

- ➔ **Don't worry about your Server Infrastructure or Operating Systems as there are No Installations**
- ➔ **Quick Software Deployment** - Our DOVICO Timesheet can be used within an hour or two following your purchase.
- ➔ **Maintenance & Backups** - DOVICO handles all maintenance and backups of your data on a regular basis so your company doesn't have to.
- ➔ **Global Access** - Sure you can open up your network to the Internet, but why not let our secure hosted online environment accomplish this for you and know that your timesheet software is monitored 24/7 for global accessibility.
- ➔ **DOVICO Service Level Agreement (SLA)** - Our SLA assures you of satisfaction and should an issue occur; then DOVICO will fix the software without requiring any infrastructure/software deployment overhead.
- ➔ **Service Packs & Upgrades** - DOVICO maintains your DOVICO Timesheet with the very latest solution, ensuring your satisfaction by providing a consistently improving application experience.
- ➔ **Eliminate your Internal IT Pains** - DOVICO knows that IT departments are very busy, and the advantage of our Hosted Online (SaaS) solution is that your IT burdens are reduced by avoiding the traditional client/server model. This leaves your IT staff focused on improving daily operations in your company rather than maintaining 3rd party software.
- ➔ **Budgets** - By using DOVICO Timesheet Hosted Online (SaaS), you will realize an immediate cost savings from a cash flow perspective and thanks to a reduction in IT requirements, you may even save additional resource time/people.
- ➔ **Conclusion** - By using our Hosted Online (SaaS) application, your company can focus on your business without worrying about the tool that can help you do it.

Hosted Online - Data Sheet

→ Hosted Online Basics

- DOVICO Timesheet hosted on a Managed multi-homed, Tier 1 network, monitored 24/7
- Free DOVICO Timesheet software upgrades
- World-class data centers with redundant power and HVAC systems
- Daily Backup of client information

→ Responsive Customer Care Services

- Dedicated Account Manager
- Team focused on DOVICO Timesheet and your service needs
- Unlimited access to telephone/e-mail software support specialists from 8:00am EST to 5:00pm EST (Monday-Friday)

→ Monitoring & Issue Response

- Security monitoring 24/7 (ports and services)
- Immediate response to server & network down time events
- Service performance monitoring and utilization tracking

→ Hosted Online Service Reporting

- Support ticket tracking and archiving
- Advanced client notifications for all maintenance windows
- Scheduled maintenance windows kept to absolute minimum

→ Security / Privacy

- DOVICO Timesheet uses an exclusive encrypted login algorithm designed by DOVICO
- Private Secure Access
- Secure Socket Layer (SSL, HTTPS)
- Automated Servers OS patching
- Managed firewalls
- Server compromise checks (on demand)

→ Data Backup Management

- Private and secure dedicated backup network
- Daily data backups
- Optional archival of client data (on demand)
- Optional supply of client data externally (on demand)