



H O S T I N G O P T I O N S



Secure Cloud Hosting

**REQUIRED FOR DISTRICTS WITH < 5,000 STUDENTS

What does it mean to keep your data in the cloud? With our secure hosting service, it means never having to worry about software updates, hardware refreshes, or database maintenance. We'll back your data up, make sure it's protected, and lock down access so only you can get to it. This means little to no maintenance on your end, so your technology team can focus on staff and infrastructure.

Base Features

- Dual-redundant firewalls, BGP failover, and antivirus mitigation
- SQL database licensing
- 24x7 infrastructure monitoring and alarming
- 15-month training database and unlimited test database
- Hands-off hardware upgrades and software updates
- Daily offsite backups
- Maximum RTO 48 hours, RPO 24 hours
- SSAE-16 annual audit and report
- HIPAA certification

Optional Platinum Upgrade

- Includes all base features plus the following
- Redundant, highly available SAN environment
- Complete disaster recovery services - Maximum RTO 24 hours, RPO 12 hours
- 24x7 live infrastructure help desk
- Unlimited training database and developer database
- Upgrades and updates on your schedule
- Hourly backups, AI logging, and backup retention
- Redundant datacenter
- PCI certification

Managed Services

****MINIMUM 5,000 STUDENT COUNT**

If you prefer to keep your servers on-site, but would rather have us look after the database, Managed Services is the way to go. We'll provide the servers for you, along with these ongoing services:

- SQL database licensing
- Database health and performance monitoring and troubleshooting
- Software updates
- Training database refresh

On-Premise

****MINIMUM 10,000 STUDENT COUNT**

With this option, all hardware and database services will be in district hands. You will provide your own servers and licensing, fully manage your system, and run all software updates internally. The annual on-premise support agreement will cover phone assistance for Qmlativ configuration questions and troubleshooting.

To purchase Skyward technical support hours, please contact Tom Kellnhauser at tomke@skyward.com or call **800-236-7274, ext. 2008**.

