

Cloud Hosted Services



Keeping pace with the rapidly changing and growing demands of your users is more than a full-time job. Innovative's Cloud Hosted Services provide relief from one headache: the installation, management, and maintenance of applications and software on your premises. We guarantee 99.9% availability with our Cloud services, so you can get back to focusing on your users.

Effortless Maintenance and Backups

We take full responsibility for all software, hardware and network services in our hybrid cloud data centers, including:

- Configuration, maintenance, proactive performance monitoring and around-the-clock tuning
- Automatic software updates installed, configured and tested at no additional cost
- Immediate technical support assistance with response times in one hour or less
- Daily incremental and weekly full backups, retained off-site for at least two weeks
- Responsive Professional Services and Cloud Operations team assistance in the event you need recovery services¹

Features

Hosted Software Products Professional Services

- Sierra Services Platform
- Polaris Integrated Library System
- Virtua Services Platform
- Millennium Integrated Library System
- Encore Discovery
- Vital Digital Asset Management
- INN-Reach Resource Sharing
- Decision Center Collection Management

Service Level Agreement

- 99.9% overall monthly service availability guaranteed
- Includes applications and systems

Pricing & Packaging

- One annual, all-inclusive fee
- Applications software updates and installation
- Systems software updates and installation
- Data center systems and resources
- Systems maintenance and backups
- Network services
- Proactive performance monitoring and tuning
- Technical support and customer service

Professional Services

- Included in first-year annual fee
- Setup and training for new customers
- Migration from on-premise for existing customers
- Additional services on demand

Backup and Recovery

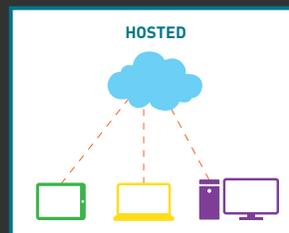
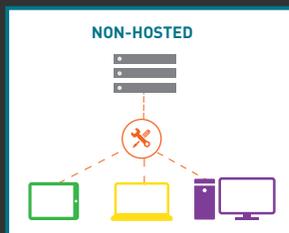
- Daily snapshot based backups
- At least 14 days backup retention
- Off-site backup storage
- Virtual machine recovery/relocation

Data Centers

- Amazon web services across multiple regions
- ISO27001/SOC 1/SOC 2 Type 2/ FedRamp
- High-security facilities with biometric access control
- Fully automated "lights-out" data centers
- High-performance mesh network
- Tiered storage architecture including solid-state disks

Add-on Services

- Data at rest encryption using AES-256 to protect against loss and theft
- Private VPN service
- Tier I & II disaster recovery
- Advanced monitoring services
- Security audits and penetration tests
- 90 and 120 day backup data retention
- Monthly and quarterly snapshot retention for long term compliance



With Hosted Services, we take care of all software, hardware, and network maintenance so that you can focus on your users.

Highly Scalable

When your needs grow, we make sure that your Cloud hosted resources grow, too. Whether you need additional capacity to accommodate more staff, a larger volume of records, or additional Innovative software applications, we increase the resources allocated to your account and ensure that performance is optimal.² You never need to worry about acquiring more equipment or increasing capacity yourself.

Guaranteed Availability

Our promise to you is that our Cloud Hosted Services will be up and running 99.9% of the time in any given month, with certain exclusions such as scheduled maintenance. If we fail to meet that promise, you'll be entitled to credits against future service. Please see our Service Level Agreement for additional details.

Getting Started

Whether you're an existing user of Innovative software or a first-time customer, our Professional Services team will ensure that your transition to Cloud Hosted Services is smooth and easy. Customers with existing on-premise Innovative installations receive migration services for a swift, nearly seamless transition—typically transparent to your patrons and most library staff. New customers receive a complete set of installation, configuration and training services, with the shortest possible time to application availability. In either case, our Professional Services team handles the process for you with the lowest possible impact on your team and your patrons.

Pricing and packaging couldn't be simpler. Let us know which Innovative software products you'd like, the number of staff users, and the volume of records, and we'll quote a single all-inclusive annual fee for you. Your first year's fee includes professional services to get you started.

¹Restoration services required as a result of customer-caused issues may incur additional fees. ²Increases in allocated Cloud hosted resources may incur increased annual fees.

For detailed pricing and packaging information:

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Discover more at: iii.com