Advantzware Appliance Offering Brief

| February-21 |

**Document Overview**

**Documentation Goals**

This documentation is intended to provide a high-level overview of the *Advantzware Appliance Offering* brief.

**Table of Contents**

[**At a Glance** 2](#_Toc64040720)

[**Details** 2](#_Toc64040721)

[Overview 2](#_Toc64040722)

[Benefits 2](#_Toc64040723)

[Functions 3](#_Toc64040724)

[Exceptions 3](#_Toc64040725)

[Available Documentation 3](#_Toc64040726)

[**Additional Information** 3](#_Toc64040727)

[Demonstration Status 3](#_Toc64040728)

[Usage Requirements 3](#_Toc64040729)

[Implementation Considerations 3](#_Toc64040730)

[Future Enhancements 3](#_Toc64040731)

[**Maintenance Information** 4](#_Toc64040732)

[Maintenance Coverage 4](#_Toc64040733)

[Other Requirements 4](#_Toc64040734)

# **At a Glance**

|  |  |
| --- | --- |
| **Offering Description** | *Advantzware* Appliance Server |
| **Version Affected** | All Versions |
| **Module Affected** | All Modules |
| **Sub-Module Affected** | N/A |
| **Other Costs** | Service Cost to Migrate Data, Upgrade to Other Modules |

# **Details**

## Overview

This offering is the *Advantzware* appliance that is a requirement for using the *Advantzware* system and supports a single company and database that includes everything required to run the software in a pre-installed, optimizes, and standard appliance server.

## Benefits

This offering provides you the following attractive benefits:

* A complete turn-key server solution that allows for plug and play installation into your network environment or hosted at a remote hosting location equally well.
* A secure appliance provides a high level of security, and minimized threats from computer virus as no other software can be installed on the appliance.
* A compelling return on investment is available for your consideration.
* Includes internal security software and secure remote access capability limited only to *Advantzware* personnel.
* Full support and maintenance are included as part of the required license and support agreement.
* Optimized performance for all software development, as both the configuration and platform are the identical across clients.
* Provides optimum upgrades, as all software is tested on the appliance for expected results before it is released.
* Provides for consistency and reliability in production.
* Provides for a single source of support for the entire application, configuration, and issue resolution.

## Functions

This offering enables you to:

* Manually back-up your data by accessing the data backups.
* Enable the system to automatically create a back-up file and push it to another network server - including a cloud-based repository.
* Protect your data with mirrored hard drives.
* Run Advantzware efficiently with the DUAL processor with hard drives and memory optimized for the application.
* Choose between a rack or tower cabinet configuration.

## Exceptions

* System restore via USB Drive is ***not*** supported.

## Available Documentation

The following additional information is available for this offering:

* Installation instructions.

# **Additional Information**

## Demonstration Status

This offering is not available for demonstration. Please contact a member of our *Sales Team* for more information.

## Usage Requirements

To utilize this offering, you must license the *Advantzware* base system.

## Implementation Considerations

To install and implement this offering, *Advantzware* recommends remote setup/configuration or, for personal service, an onsite installation.

## Future Enhancements

No specific enhancements to this offering are planned at this time, although the specific configuration is updated as required.

# **Maintenance Information**

## Maintenance Coverage

This offering is covered with required maintenance to provide updates, repair, or replacement based on our discretion or need-based on application needs and individual company performance under load.

* Includes all hardware components contained in the server – Repair or replace as required.
* Includes the ability to schedule on-site repair.
* Includes all updates to operating system, database, application releases, security software, license maintenance, and remote access.
* Does not allow/include: Installing any other software on appliance, troubleshooting network or workstation issues, any desktop or internet access issues, or any hardware not contained within the appliance.

## Other Requirements

To utilize this offering, and remain under warranty coverage for the appliance, you must do the following:

* Add a UPS (Battery backup) unit to prevent power outages.
* Not install any other software onto the appliance (We can install your label printing software with your user license keys if desired at no charge).
* Perform an offline backup, or subscribe to a cloud backup solution.