Acorn
On Demand

The full capability of IgniteTech's Acorn solution is available on demand to customers and partners, confidently delivered through market leaders in hosting and security.

BUSINESS BENEFITS

Acorn OnDemand delivers a superior ownership experience by enabling business users to increase their productivity and gain competitive advantage.

Lower, Predictable Cost
- Reduce Complexity
- Avoid Capital Expense

Reduced Risk
- Access to IgniteTech Expertise
- Proven Best Practices
- Security, Auditing, Governance Standards

Accelerated Business Value
- Rapid Access
- Run the Most Current Software
- Access to Value-Add Services

CLOUD SOLUTIONS

Acorn OnDemand provides a cost-effective IT solution that gives you full access to IgniteTech's Acorn solution, allowing users the full benefit of comprehensive business decisions support capabilities while limiting the impact on your already stressed IT organization. As an Acorn OnDemand customer, you choose how to deploy your software based on your own specific needs and budget requirements.

PEACE OF MIND

A business's proprietary information is critical to creating a sustainable competitive advantage. Typical concerns around leveraging cloud solutions, hosted offerings and software as a service (SaaS) center on the security of confidential information. By combining VPN technologies, private managed environments, data center security, encryption of data transfers, intrusion detection management and vulnerability and penetration testing, clients can rest easy knowing their client data is safe. Your Acorn OnDemand environment is protected by nightly encrypted backups giving you peace of mind that your data and results will not be lost.

FASTER TIME TO ACTIONABLE RESULTS

Having the right information when you need it is critical to making smart, timely business decisions. Any delays and unnecessary hurdles caused by the procurement and setup/configuration processes can impact your ability to deliver on your objectives. Our hosted deployment model removes these barriers, allowing you access in as little as 30 days to begin building pilots, proofs of value or comprehensive models.

IGNITETECH

OPTIMIZE PROFITABILITY WHILE MANAGING COSTS

Acorn OnDemand gives you the same powerful functionality as our on-premise deployment, with the additional benefits of SaaS delivery. You'll have lower, more predictable operating costs and less to think about when it comes to maintenance and upgrades.

BUSINESS USER OWNERSHIP

Acorn OnDemand allows you to maintain user access, enforce password policies and define the model management and results analysis that fits your organization — all without the reliance of your IT Department.

SEAMLESS ACCESS TO RESULTS

Acorn OnDemand allows users the ability to access results directly from the Acorn Advanced Analytics SQL Server Analysis Services OLAP cubes using Microsoft Excel® or 3rd party tools like Tableau®, Qlikview® and others. The results can also be exported to flat files and transferred to your environment for integration with a corporate / enterprise data warehouse or other existing environment or reporting solution.

Solution Upgrades and Environment Maintenance Upgrades to solutions managed in the hosted environment are included with Acorn OnDemand services. Our technology team will upgrade your environment to the latest release, allowing you to take advantage of new and updated functionality without requiring involvement from your IT organization.

SMOOTH INTEGRATION

Acorn OnDemand makes loading transactional data seamless by allowing you to load directly through the UI or through secure movement of extracted flat files from your Managed File Transfer (MFT) environment to your hosted environment for import into the Acorn database initiated on your schedule.

SUPERIOR SERVICE

With Acorn OnDemand, our technical consulting organization is at your fingertips. We can assist with the maintenance of inbound and outbound integration or simply manage the entire process for you. This will free your team to focus on business modeling, results
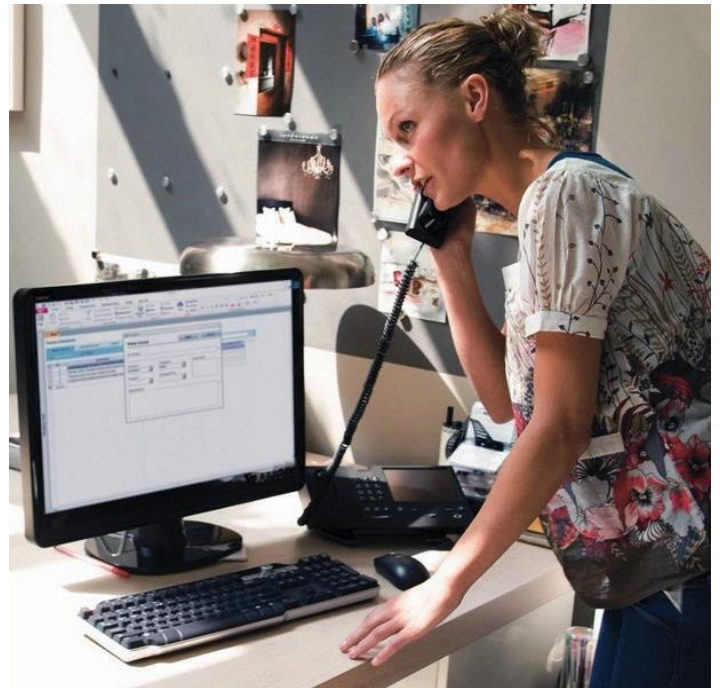
> Acorn OnDemand gives you the same powerful functionality as our on-premise deployment, with the additional benefits of SaaS delivery.

analysis and, most importantly, taking action with new insights to improve your business. We allow you to determine the level of involvement you want from our technical consulting team.

- *Solution Support*
  Our customer support portal enables you to request support as necessary. Our team will communicate to keep you informed as any work is being performed.

- *Availability*
  We offer an uptime service level agreement of 98.0%. Our business continuity and disaster recovery plans ensure continued operations in the face of natural disaster or major incident.

QUICK FACTS: ACORN ONDEMAND

PRODUCT SUMMARY

The full capability of IgniteTech's Acorn solution is available on demand to customers and partners, confidently delivered from the Microsoft cloud, Windows Azure® or the market leader in hosting, Rackspace®. Reduced demand on IT resources, rapid time to value, peace of mind of application availability and lower upfront costs are just some of the benefits realized by customers selecting this deployment option.

KEY FEATURES

Lower, Predictable Cost	*Reduced Risk*	*Accelerated Business Value*
• Reduce Complexity	• Access to IgniteTech Expertise	• Rapid Access
• Avoid Capital Expense	• Proven Best Practices	• Run the Most Current Software
	• Security, Auditing, Governance Standards	• Access to Value-Add Services

HOSTING PROVIDERS

IgniteTech partners with industry leading service providers for hosting infrastructure and managed services. Hosting providers maintain SOC compliancy to ensure the integrity of security controls. Data centers meet or exceed Tier 3 classification for redundant systems to support infrastructure uptime in excess of 99.9% availability.

SOFTWARE REQUIREMENTS / ACCESS

IgniteTech's Acorn solution is browser-based. Application websites are encrypted with SSL and traffic in and out of the environment occurs over an IPSEC VPN tunnel (either client-to-site or site-to-site), ensuring that all transmissions of data are secure. Reporting and analysis results are stored in an OLAP cube. This allows for multi-dimensional reporting and analysis using virtually any existing client-owned third-party tool, including Microsoft Excel, Tableau, Qlikview and others.

ACCOUNTS SETUP, MAINTENANCE AND SUPPORT

Requests for new users are made through the IgniteTech Support Portal. Upon account creation, model managers can assign the user-appropriate permissions within the application. Password policies are enforced and require users to change passwords at first login, set intervals and observe complexity rules. IgniteTech's standard maintenance and support are provided to hosted clients. Customers are provided access to the IgniteTech support portal for raising issues related to the applications or the hosted environment.

SECURITY

Customer data is stored in an isolated SQL database, ensuring that other hosted clients will not have access to your proprietary data. The environment is secured behind a hardware firewall, and access is controlled via an IPSEC VPN connection. By leveraging a VPN, data in the database is not directly connected to the public internet, providing security against unauthorized access to the data. Additionally, IgniteTech contracts with an ASV for periodic penetration scans. We also leverage an Intrusion Detection System and centralized Log Manager to provide logging of threats as well as ongoing review and analysis of access attempts. These reports are made available upon request.

SOURCE DATA TRANSFERS AND BACKUP

We support multiple mechanisms for transferring data securely to the hosted environment. For smaller data files, data can be transferred directly across the VPN connection through the standard application interface. Larger file sizes can be transferred using a variety of technologies including FTP, SFTP and FTPS, depending on client requirements. Once source files reach their destination, SSIS packages handle the import into the database. Encrypted backups of the file system and databases are taken nightly and retained for two weeks.

UPTIME

Data generated by IgniteTech's Acorn solution is typically not classified as business-critical in the sense that not having the data would affect the ability of the business to continue normal operations. As such, the standard Acorn OnDemand offering does not have failover redundancy and mirroring. The standard architecture of Acorn OnDemand allows us to commit to 98% uptime. If hitting the 99+% mark is a requirement, IgniteTech can discuss options to improve the uptime percentage to meet your business needs.

FOR MORE INFORMATION

Please contact us at success@ignitetech.com or visit ignitetech.com/acorn

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