

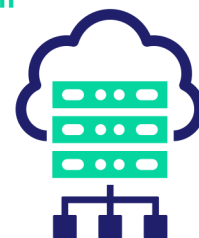
CLOUD HOSTING

ARE YOU HESITATING TO MIGRATE TO HOPEM HOSTING

**Have all the information required
for your reflection on hand.**

Being hosted in the Cloud means taking advantage of many benefits and freeing you from daily IT management:

- Use the operating system of your choice (Apple, Windows, or Linux),
- No local installation required,
- We handle updates, out of business hours and on 24-48h notice.



Compare the fees of your IT service provider and you will see that this is worth the investment:

- A one-time fee for migrating from the current server to Hopem hosting service.
- Monthly access right fees to the hosting portal (per named user).
- Transformation of your annual service plan into a monthly plan the following year.

What is the timeframe for migration?


Between 5 to 10 working days following the signature of the proposal. Plan a few hours of downtime for the migration, the change is transparent for your teams since access to the software remains unchanged.

Characteristics of our Hosted Solution:



Availability
99%
24/7
365 days/year

Daily external backup
with retention
of 30 days.

Elements	“Physical” hosting	 « Cloud » hosting
Data location	On your servers or your provider's server	On our fully secure servers
Responsible for making backups	The customer	
Responsible for installing updates	The customer	
Type of remote connection possible	Through a secure virtual private network (VPN)	Through any web browser
Software availability	Customer's responsibility	99.9% of the time - 24/7
Initial costs	Deployment costs	Deployment costs
Recurring fees	Monthly fees	Monthly fees including hosting
Recommended work environment	Microsoft Windows	Microsoft Windows, Mac OS, or Linux
Data security provided by Hopem		
Infrastructure investment costs		
Energy cost		
Screen	Installed on users' workstation	No installation required on user workstations
Updates	Manual updates with each new release for users	Automated updates for users
Operation System	Works on Windows only	Works on Mac and Windows
Telework		



FOR THE TECHNICIANS:

Hosting Specifications

- Soc2 Type2 and ISO27001 Certifications
- Secure entry by biometrics and access code
- Security guards on site 24/7
- Located in Quebec and separated by 260 kilometres

Hosting Architecture

- Fully redundant infrastructure
- N+I Process Capacity for Virtualization Access Farm
- Enterprise grade SSD storage system
- Technical management team specializing in cloud hosting and resilience



**Find the main questions asked by our clients and
[their answers by clicking here!](#)**

**How many security levels does it take to log in?**

First, access to your portal with username/password;
Second, access to Hopem-Primmo with a second user/second password.

Are the accesses the same for the modules?

For Primmo, nothing changes; same software access management.

Is it possible to add named users?

Yes, a quote is then produced, and the cost of the monthly payment is adjusted.

We don't like the operation or don't feel the security level is adequate or reliable, can we go back?

Yes, however transfer and reinstallation costs in your environment would then apply.

Can we have a report showing the number of user accesses and time allocated?

There is a user activity report available on the portal which allows to see at what time the user accessed the portal.
In Hopem-Primmo user login and logout report.

What will happen to the files related to the Hopem-Primmo database?

These files (logos, signatures, images, videos, documents) will need to be moved to Cloud hosting.

Will the service plan be indexed next year?

Yes, the service plan will be indexed at the renewal date.

Can we limit or restrict the periods of access to the Primmo portal of users?

No, not currently.
There is a "login/logout" access report for the administrator, for all the user profiles of his Primmo Cloud.

What about the user account management console and password reset?

Hopem's technical department is responsible for all these operations with full access to do so.



Is it possible to link other software/interfaces/applications to Primmo?

We assess each case individually.

Employee in Europe: what are the upgrades hours compared to the different time zones?

A communication is sent before Hopem proceeds with the upgrade.

Is it possible to purge Primmo software data before migration?

Yes, but not necessarily required. Purge could be run after migration.

Can we open two sessions to open the Primmo software twice?

No. However, you can open two Primmo sessions in the same cloud session.

If you open a 2nd session under the name of a user already present, the first session closes and finds itself in the previously opened session. You then cause a SECURITY FAILURE IN PRIMMO, because the second user takes possession of the Primmo session already open, without having to provide their Primmo user code or password.

Can we add Word, Excel, Powerpoint or Office software?

Yes, the cost is yet to come.

Does document printing work on our equipment?

Yes.

Is the Primmo server reserved for each Primmo customer?

No, there is no server reserved.

How does the connection to the hosted solution work?

Users generally use an icon placed on their desktop; it is a preconfigured rdp connection. An access guide is sent to them after installation or migration.

Is the application installed on the Customer's computers and the database at Sherweb (RDS type operation)?

The only application installed is the rdp connection, everything else is hosted by Sherweb.



Is the application installed on your servers at Sherweb in the same place as the database? (TS-type operation)

Yes, so far there is a SQL server for databases and 15 TS servers where Primmo is installed.

Will we have access to a web page from where we can launch the application? (RAPP-like operation)

The existing web page is only used to download the rdp file which gives access to the environment.

How much disk space will each user have at their disposal?

Users each have 5 GB of allocated disk space.

Will users have access to Word/Excel from the Cloud, or can it only be used locally on the PC?

The Microsoft Office suite (Word/Excel) is replaced by Libre Office in the hosted environment. If users want to use Word/Excel or Outlook, they can use the version installed locally on their respective workstations.

Same thing for Outlook?

Same thing. The Web version may be used if the customer uses Office 365.

Speaking of Outlook, how does the email feature work on your system? Can we use the settings of our own provider, or do we have to use your settings, and therefore be forced to manage two sources of emails?

It all depends on the current configuration; we can check by confirming from a user post from which it is configured.

For it to work in the hosted environment, we recommend solutions like Microsoft Office 365 / Google (Gmail/Workspace) / Any hosted smtp service.