



# Adlib Managed Services

Adlib Hosted Managed Services is an excellent option for organizations with growing or fluctuating business demands. Adlib Hosted Managed Services allow your enterprise to deploy Adlib solutions within best-in-class infrastructure that is optimized to meet your company's needs. This allows your organization to:

- **Reduce Capital Costs:** Sidestep large upfront hardware purchases and enjoy more predictable costs over time.
- **Better Utilize Knowledge Workers:** Reduce your reliance on internal resources. Get expert capacity planning and support—so key staff can focus on proactive business improvement.
- **Reduce Operational Costs:** With no installation of software or hardware, you avoid fixed IT costs and can pass savings to your customers.

## Performance

### Optimal Storage & Sizing

Your enterprise can lean on the Adlib team to configure the optimal hardware for your Adlib solutions. This is critical for industries or use cases that involve large volumes of data, as the infrastructure for high-volume deployments is notoriously difficult to maintain. To help you get the most out of our managed services, the Adlib team will determine what infrastructure each solution needs (hardware, associated disk space, etc.).

### Secure, No-Hassle Access

With Adlib Managed Services, you provide a web browser or a remote desktop connection client—Adlib takes care of everything else. This gives you a “right sized” server and installation of Adlib solutions, including all prerequisite software. You can rely on Adlib to handle all prerequisites and the installation of all required server software.

### Dedicated Computing Infrastructure

By working with Adlib, you can be confident you have dedicated, state-of-the-art infrastructure to support the Managed Services solution. The performance, stability, and security of our service will not be compromised by over-provisioning of critical virtual machine resources.

## 4 Reasons to Choose Adlib Managed Services

- 1 **Top-Tier Performance:** Get dedicated infrastructure, optimal hardware sizing, and tailored alerting.
- 2 **Total Security:** Safeguard your most valuable asset: your data.
- 3 **Superior Service Operation Management:** Ensure your solutions are available and performing optimally 24/7.
- 4 **Guaranteed Stability:** Get 99.5% uptime across all Adlib solutions.

## CONTINUOUS IMPROVEMENT EFFORTS

To optimize your service delivery, Adlib regularly monitors applicable external standards, best practices, and industry and regulatory requirements. We benchmark our policies and standards against relevant third-party or government frameworks, such as:

- National Institute of Standards and Technology (NIST: SP 800-53 Rev. 4; NIST SP 800-171)
- International Organization of Standardization (ISO: 27001| ISO 20000)
- Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) Act
- Information Technology Infrastructure Library (ITIL)

## Early + Preemptive Detection of Incidents

Adlib can set up the most effective monitoring and alerting framework for your solution. As your solution evolves over time, Adlib adjusts these monitors and alerts for optimal performance.

## Security

For all Managed Services, Adlib offers security across a few major areas, including the network, database, operating system, and application. Adlib also handles security around personnel access (the use of user ID and passwords) as well as training.

### Data Protection Warranties (with Approved Liability Levels) for Personally Identifiable Information

Data protection is a significant step in your organization's due diligence, and Adlib takes every precaution to protect you in this regard. Adlib maintains a robust and fit-for-purpose technical and organizational approach to security for its Managed Services.

### Secure FTP with Automated Data Ingestion Processes

Adlib offers multiple methods for secure electronic file transfer, including FTP over SSL (FTP/S), secure file transfer protocol (SFTP), and hypertext transfer protocol secure (HTTPS). These methods provide simple auditability and encrypt your files in transit as they move to Adlib over unsecured networks.

### Patching of Adlib Solutions Where Required for Security

Adlib tests its software and customers' hosting infrastructure for security vulnerabilities. To keep up to date on security threats in the industry, Adlib subscribes to weekly threat notices from external sources. If any vulnerabilities are identified, our team implements patches to address them and reduce the risk of security incidents.

### Access Control & Account Management

Adlib controls the authorization for access, disclosure, duplication, modification, diversion, destruction/loss, and misuse/theft of information stored in the hosted environment. Access and authorization are based on the security principles of least privilege and the need to know. Adlib maintains a secure environment through access control and account management policies and processes.

## Stability

Adlib offers various levels of stability for our customers ranging from 99.5 percent warranty, as well as best practice installation, provisioning of all third-party software, and incident response times.

### Defined Standards & Documentation for Adlib Installations

All implementations, batch jobs, and ETL jobs are documented and handled following the same process. This provides standardization and common sharing of information across the team

### Monitoring & Alerting of Storage Capacity Configured to Adlib

Adlib uses systems to monitor our customers' storage capacity, including advanced warning flags to ensure stability and prevent system degradation.

### Backup of All Key Data

Adlib backup is performed weekly and backups are maintained for six weeks to provide a fallback for resilience purposes

### Adlib Continuity of Business (COB) Program

The Adlib COB program ensures the protection of our key assets and the continuation of critical business functions in the event of a disruptive incident. The COB policy provides a layer of program governance, formalizes roles and responsibilities, and standardizes specific activities—including annual plan maintenance/testing, staff training, and management program review.

