

QAD On Demand

QAD On Demand is an option for deployment of QAD Enterprise Applications. With QAD On Demand, users harness the full capabilities of QAD Enterprise Applications, anywhere in the world, without the need to manage computers, databases or other infrastructure.

QAD On Demand delivers QAD Enterprise applications in a Software as a Service (SaaS) model. Under this model, QAD provides individual instances of QAD Enterprise Applications for each company. Users simply connect via the Internet or a private network. QAD provides all of the IT management for servers, database, and applications; all customers do is use the application. New users and sites can be connected whenever and wherever required.

QAD On Demand provides the full strength of QAD Enterprise Applications, supporting the same types of global manufacturers that have utilized QAD Enterprise Applications with conventional On Premise deployment.

QAD's Enterprise Architecture allows customers to choose to deploy their systems On Premise, On Demand or in a hybrid configuration. In the hybrid deployment, customers may elect to deploy to some of their sites using QAD On Demand, integrated—or not—with their On Premise solutions. This unique capability is particularly useful for companies making structural changes such as mergers or acquisitions, or who are strategically moving their IT systems 'to the cloud'.

Editions

QAD On Demand is delivered in three standard editions:

- **General Edition** – Contains the modules of QAD Enterprise Applications. This edition suits the needs of most discrete manufacturers.
- **Life Sciences Edition** – Provides the same capabilities as the General Edition, but if deployed from our Denver data center, can be 'qualified.' This means an auditor certified by the US Food & Drug Administration has reviewed our operating procedures and protocols and written a letter certifying that the environment complies with the needs of a Life Sciences company per FDA requirements and current good manufacturing practice rules (cGMP).
- **Automotive Edition** – Provides the same capabilities as the General Edition, but also includes a suite of process maps to support Materials Management Operational Guideline/Logistics Evaluation (MMOG/LE).

Solutions

Enterprise Financials	General Ledger	Accounts Receivable	Accounts Payable	Fixed Assets
	Budgeting	Governance, Risk & Compliance	Consolidations	Financial Analysis
	Internationalization		Banking / Cash Management	Credit Management
Customer Management	Sales Quotations		Sales Orders	Logistics
	Customer Consignment		Configurator	Pricing
Manufacturing	Product Data Management		Manufacturing Planning	Manufacturing Execution
	Lean		Production Scheduler	Manufacturing Quality
Enterprise Asset Management	Capital Projects		Plant Maintenance	MRO Management
Supply Chain	Purchasing		Supplier Performance	Supplier Quality
	Supplier Consignment		Release Management	Supply Chain Planning
Service & Support	Service & Support Management		Mobile Field Service	Field Service Scheduler
Analytics	Browse & Reporting Framework			Operational Metrics
Interoperability	QXtend			EDI eCommerce

Management Services

QAD provides all of the services required to manage the application. These services include:

- **Support** – QAD takes on all application support, allowing users to log calls directly to our system.
- **Upgrade Planning** – QAD plans your upgrades to the latest releases of the software.
- **Customization** – QAD can make customizations if necessary to meet unique business needs.
- **Applications Administration** – QAD administers the application for the customer.
- **Database and Systems Administration** – QAD constantly monitors the database and hardware system performance.
- **Service Level Reporting** – QAD provides monthly reporting of service levels and application performance.

Data Centers

QAD hosts On Demand from two data centers, one in Denver, Colorado, USA and the other in Hong Kong. Both data centers hold the highest level of certification for operations and security, SSAE16.

Service Level & Availability

QAD offers 99.5% availability in our standard Service Level Agreement (SLA). Availability is a measurement of the time that the application is available for use. Most internal IT departments do not achieve this level of application availability and have significantly more downtime.

Management

With QAD On Demand, QAD manages the entire application's infrastructure. The customer manages desktop deployment and connectivity to the QAD data center.

Support

With QAD On Demand, customers have full support delivered by QAD's global support organization. We provide 24 x 7 support 365 days per year (7x24x365). Users at a customer site have continuous support of their applications from their desktop.

Customers can rely on over 200 QAD professionals supporting On Demand to ensure that required skills are always available.

QAD On Demand Benefits

Agility

With QAD On Demand, companies can rapidly deploy QAD Enterprise Applications at new sites. QAD provides the skills to manage and support the application. There is no delay for hardware delivery and commissioning 'in the cloud'.

As companies grow, they can call QAD to provision new users immediately. This, combined with QAD's Easy On Boarding methodology, simplifies and accelerates the roll out of new users and sites.

Global Flexibility

QAD On Demand delivers the same global capabilities that make QAD Enterprise Applications the choice for many leading manufacturers. Customers can connect users in most countries and in many languages, benefiting from QAD's support of local legal requirements. QAD On Demand is a true global solution.

Budget Control and Predictability

QAD On Demand is a subscription-based service. Payments are predictable, since monthly fees are the same for all users. The simple subscription fee covers all servers, management and support.

It is not necessary to define, understand and budget infrastructure costs when faced with a new site roll out. In addition, with QAD On Demand, there are no complex upgrades cycles – QAD plans these events with you and executes the upgrade for you so you are always on a current version of the software.

Security and Reliability

QAD On Demand is housed at secure data centers with SSAE16 type II security certification. This stringent certification far exceeds what most companies can support in house.

QAD provides data back up and disaster recovery options that may be impossible for individual companies to achieve on their own.

Add to this the 24 x 7, 365-day support in most major languages and QAD On Demand is a truly robust and secure solution that removes many of the risks facing companies today.

Simplicity

Simplicity is a key benefit of QAD On Demand.

- **Simple to Deploy** – QAD's Easy On Boarding methodology makes QAD On Demand quick and easy to deploy
- **Simple to Convert** – With QAD's Transition and Conversion services, it is easy to move from QAD On Premise to QAD On Demand
- **Simple to Learn and Use** – QAD .NET UI and On Line training make it easy for users to learn how to use the application.
- **Simple to Navigate** – QAD Process Maps make it easy to navigate and understand the entire application.
- **Full Strength ERP** – QAD On Demand is a full strength ERP solution – unlike many other SaaS ERP solutions that offer limited functionality.

Flexibility and Availability

QAD On Demand's architecture provides tremendous flexibility and deployment options:

- **Deployment Portability** – At the heart of QAD On Demand is the latest release of QAD Enterprise Applications, the same application used by thousands of customers On Premise. It is simple for customers to move between On Demand and On Premise by transferring their databases to the On Demand environment.
- **Deployment Independence** – Using QAD’s domain architecture, customers can configure their applications environments to have different legal entity and site combinations, running on different instances of QAD Enterprise Applications.
- **Hybrid Deployment** – Customers can run instances of QAD Enterprise Applications On Premise and On Demand simultaneously at different sites.
- **Globally Accessible** – QAD On Demand is a full strength, global ERP solution with all Internationalization and languages available to simplify a global roll out. QAD On Demand can be deployed in most locations around the globe
- **High Availability** – QAD On Demand is guaranteed to be available >99.5% of the time, a much higher level of availability than delivered by most in-house IT departments.

Security & Control

QAD On Demand provides data security and system reliability at levels well beyond what a customer’s own IT resources can typically provide.

- **SSAE16 Certification** – QAD Data Centers are certified to the highest internationally accepted level
- **Disaster Recovery** – QAD On Demand can be configured with a true ‘warm site,’ allowing customers to minimize their risk of business disruption

Low Risk and Cost Effective

- **Predictable Costs** – The user-based subscription fees for QAD On Demand are very predictable, allowing customers to avoid the uncertainties of infrastructure costs and investments and making budgeting simple
- **Low Risk** – QAD On Demand mitigates many of the risks of deploying ERP. QAD delivers skilled resources to manage and support the application, as well as managing and planning all infrastructure and upgrades.

How QAD On Demand Works

QAD On Demand is simple for customers to use. QAD maintains each customer’s QAD Enterprise Applications at one of our global data centers. QAD constantly monitors and manages the application environment, ensuring it is always available.

Customers connect to the QAD environment using a secure tunneling connection via VPN over the

Internet or a dedicated network connection. We require an MPLS link for higher volume needs.

QAD sets up new users and print queues as required. Users contact QAD for support, and have access to the QAD helpdesk service.

Once implemented, everything operates exactly as your enterprise applications operated On Premise.

How do I move to QAD On Demand?

QAD has simplified the process of moving to QAD On Demand, whether from an existing QAD system or another ERP application. QAD has streamlined processes for data conversion from the old system and has developed a simple process for configuring business processes and bringing users 'On Board' quickly and efficiently.

On Demand Transition and Conversion

QAD has developed a suite of migration and conversion tools to simplify the conversion to On Demand. The first step is for QAD to conduct an On Demand Q-Scan. This is a predefined analysis of the existing environment, from which the scope and approach to migration is determined. This process provides a roll out and training plan, as well as addressing existing customizations, forms and reports.

Easy On Boarding

QAD's implementation methodology, 'Easy On Boarding, 'simplifies the implementation process by pre-populating most standard data and pre-configuring standard processes. Companies can adjust both data and processes later, but the process streamlines the implementation tasks. Considerably shorter implementations are typical for On Demand implementations.

Key Benefits of QAD On Demand

- More rapid to deploy than typical On Premise with Easy On Boarding methodology
- Global access to a full strength ERP solution
- Reduces risk and challenges of maintaining skills to support applications
- Deployment Independence – allows On Premise and On Demand to coexist as part of a single environment and provides seamless transition between On Premise and On Demand
- Highly Available – >99.5%, better than most internal IT organizations can deliver SSAE16 certified data centers—more stringently controlled and monitored than most internal systems