QAD ON DEMAND
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QAD On Demand is the Software as a Service (SaaS) deployment option for 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.

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's Enterprise Applications architecture allows customers to choose to deploy their systems in a blended configuration. In the blended 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 useful for companies making structural changes such as mergers or acquisitions, or who are strategically moving their IT systems to the cloud.

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 Practices (cGMPs).

- **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).

**VALUE AND 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.** QAD's Easy On Boarding methodology makes QAD On Demand quick and easy to deploy; QAD's Transition and Conversion services makes it easy to move from QAD's on-premise solution to QAD On Demand; QAD .NET UI and online training make it easy for users to learn how to use the application; QAD process maps make it easy to navigate and understand the entire application.

- **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...
QAD ON DEMAND DATA SHEET

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. 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.

Thousands of customers on premise. It is simple for customers to move between QAD On Demand and on premise by transferring their databases to the cloud 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. 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. 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.

KEY FEATURES

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.

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