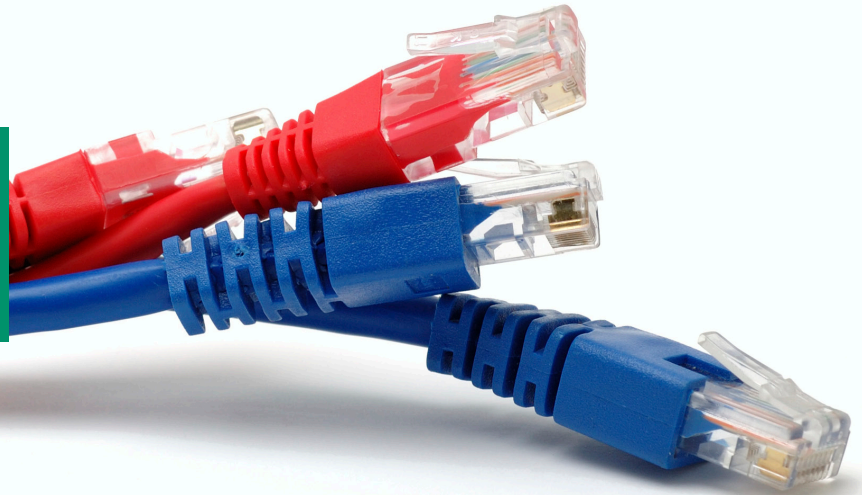


CAPITA

Datasheet

Managed and hosted services



Capita offers flexible, secure and resilient managed hosting for your Capita software systems.

This not only relieves customers of the burden of procuring, configuring and supporting the necessary hardware, but also removes the effort of managing and maintaining the software. The services offered by our technical services team include the fully managed hosting of database, application and client servers for:

- Advantage Revenues and Benefits
- OPENHousing and Capita Housing
- Advantage ECM
- Advantage Digital Portal and Forms
- Any associated products.

The hosting services are based on operations from UK based data centres, with geographically separate primary and disaster recovery facilities. Using many years of experience and knowledge gained from working in many IT roles within the public sector, the Technical Services team also provides managed hosting, remote monitoring and management to several satellite locations including customer sites and data centres around the UK.

For compliance to security and quality standards, our data centres maintain ISO27001, ISO22301 and ISO20000 certification. All supporting processes and procedures are in line with IT Infrastructure Library (ITIL) best practice guidelines.

Key features and offerings for managed and hosted services:

- Highly resilient hosting environment with full site failover capability
- All required server side hardware is included and maintained
- All required supporting software is provided and licensed
- Thin client or thick client user access can be accommodated
- Site to site communications link is provided
- Fully managed service including operating system patching and maintenance
- Support provided by dedicated team of experienced professionals.

The key benefits

- Protects customers from hardware and software procurement and maintenance challenges
- Provides a secure, highly available service
- Reduces or eliminates current hardware and support costs
- Improves productivity through high availability of the underlying platform
- Eliminates ICT operational concerns
- Allows you to focus on core activities
- End-to-end solution management by the software's own experts.

To find out more about our managed and hosted services, please speak to your Capita account manager or contact Capita's technical services team via cssenquiries@capita.co.uk | www.capita-software.co.uk