



dMS

# daappa Managed Services

## Welcome to daappa Managed Services

**daappa** Managed Services (dMS) is a dedicated private cloud hosted IT infrastructure. This extended daappa service offering provides your business with a secure and resilient platform for daappa products, managed by a dedicated team of product and infrastructure specialists.



# Why daappa Managed Services?



The **daappa** Managed Services means your organisation can focus on enjoying the benefits of the daappa solutions and delegate the technical and servicing effort of maintaining the daappa infrastructure.

## The dMS will help you to:

**Mitigate Risk:** the dMS will reduce your exposure to risks associated with operating and managing the daappa platform including; implementation upgrades, security and compliance risks, and those associated with IT staff.

**Control Costs:** the dMS will optimise your investment in our solutions with simple, and transparent pricing that enables you to reduce the operational expense associated with running, operating, upgrading and testing the daappa platform.

**Remain up to Update:** the dMS will ensure your solutions are always compatible with newer versions of third-party software.

**Speed up Innovation:** the dMS will improve the time to delivery of the newest features of the daappa solution, allowing users to focus on responding to evolving market and client needs.



# A Global Secured Managed Platform



dMS is deployed and managed as a dedicated private cloud infrastructure in conjunction with our hosting partner.

dMS is primarily deployed within an OVHCloud (OVH) private Cloud in next-generation datacentres hosted within the EU.

We have partnered with OVH due to their position as a global leader in cloud computing. Their commitment to delivering optimal security through dedicated private cloud infrastructures is why we choose this for our clients.

## This includes:

- The implementation of a security policy for information systems, and meeting the requirements for multiple standards and certifications (PCI-DSS certification, ISO/IEC 27001 certification, SOC 1 TYPE II and SOC 2 TYPE II certificates)
- Hosting within **ISO 27001** certified datacentres
- Infrastructure governed by **ISO 27002** and **ISO 27005** security management and risk assessment
- End-to-end **encryption** with endpoint protection for remote devices connecting to the network.
- Regular **Cybersecurity** assessments of network vulnerabilities and the provision of the most powerful anti-**DDoS** solution in the market.

dMS can also be deployed globally via Microsoft Azure public cloud and delivered on Azure virtual desktop technology. The hosting location is based on your client data domicile requirements.



# A Proactive Service Team



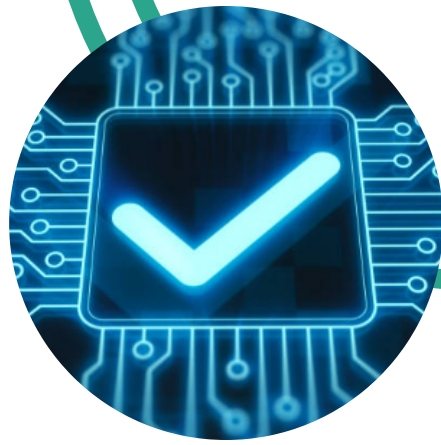
dMS will give your colleagues direct access to daappa and Infrastructure experts who have a vast knowledge of daappa, Microsoft and Mac applications and IT infrastructure.

## **You will benefit from:**

- A commitment to delivering secure, reliable and private cloud services through our dedicated teams in Europe and India who proactively monitor and optimise your infrastructure while minimising risks and disruption.
- Streamlined communication channels and faster turnaround times for issue resolution.
- Collaboration on establishing the correct setup inclusive of system availability, backup, DR and BCP requirements. Dependent on the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) requirement of your business, we will agree on a Disaster Recovery (DR) model to best suit your needs.
- Delegation of responsibility for data recovery through daily, weekly, and monthly backups. Each backup will be stored for an agreed period. We will test backup recovery.
- An enhanced user experience, with a proactive support desk providing regular status updates and performance alerts
- Flexible business hours support wherever your team(s) are located in the world, we are here to support you



# Reasons to choose dMS



## Remote Access – All Locations

- We work with dMS clients to provide the most suitable connectivity options to their daappa environment
- dMS is available remotely anywhere/anytime, from desktop and laptop PCs allowing users to work seamlessly.
- Delivery to end-user devices is via secure IPSec VPN, Microsoft ClickOnce or Citrix technology or Virtual Desktop Infrastructure (VDI) technology such as Citrix or Azure.

## UAT Environment

- As a dMS client, you will have access to a separate UAT environment, as standard, to test newer versions of daappa to support your evolving needs.

## Data Backups

- Database backups are scheduled to client requirements. Incremental backups are taken daily and full data backups are taken weekly with retention of data tailored to your needs.

## Business Continuity & Disaster Recovery

- A robust and resilient environment with Disaster Recovery (DR) planning includes setting Recovery Time Objective (RTO) and Recovery Point Objective (RPO) to your requirements.
- Infrastructure Disaster Recovery Contingency Plan (DRCP) tests are carried out twice annually.
- Options available for clients requiring High Availability (HA) infrastructures and multi-jurisdictional failover options.

## Data Segregation

- dMS infrastructure has been isolated with strong firewalling and micro-segregation.



# Ready to get started?



For further information on daappa Managed Services visit our [website](#) or get in touch via:

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