

Standard Hosting Service

Challenges

Running on-premises software diverts IT staff from core business priorities and leaves operations teams managing delayed updates, unplanned downtime, and systems that struggle to keep up with daily demands.

Overview

AssetWorks Standard Hosting removes the complexity of infrastructure management so your team can focus on operations, not servers. Deployed in a load-balanced, redundant data centre environment and supported by a dedicated team of IT professionals, your AssetWorks solution stays available, secure, and current without requiring internal hardware investment or ongoing IT overhead. Standard Hosting also includes a dedicated reporting database, giving your team reliable access to reporting without affecting production performance.

Included Hosting Features

Standard Hosting delivers the infrastructure, security, and reliability your asset management operations depend on. Features include:

- **Reporting Database** — A dedicated database, separate from the production environment, keeps reporting workloads off your live system while maintaining consistent access for dashboards, ad hoc queries, and scheduled reports.
- **Reliability and Uptime** — A load-balanced architecture with data centre redundancy supports a production uptime SLA, backed by 24/7 monitoring and incident response.
- **Managed Security** — The AssetWorks data centre uses an integrated mix of managed appliances, industry best practices, and proven technologies to protect your environment and data.
- **Maintenance and Patching** — AssetWorks handles ongoing server maintenance, patching, and infrastructure management so your IT team can stay focused on business operations instead of system upkeep.
- **Disaster Recovery** — Database backups and attachments are securely stored with off-site copies ready for restoration, helping support your organization's business continuity requirements when it matters most.

Standard vs. Premium Hosting

AssetWorks offers two hosting tiers designed to match your organization's uptime, recovery, and reporting requirements. Standard Hosting covers the core infrastructure needs of most environments. For organizations that require real-time reporting synchronization, enterprise-grade disaster recovery, and tightly controlled deployment windows, Premium Hosting delivers those advanced capabilities.

Standard Hosting	Premium Hosting
Dedicated reporting database included	Real-time reporting database synchronization — always current
Production uptime SLA with 24/7 monitoring	Enhanced uptime SLA with proactive incident response
Managed backup and off-site disaster recovery	1-minute RPO — near-zero data loss during disruptions
Regular patching, maintenance, and security management	4-hour RTO — rapid restoration of critical systems
Defined deployment window for release updates	4-hour deployment window with controlled upgrade cycles

Benefits



Reduce IT Overhead

AssetWorks manages the infrastructure so your team can stay focused on core operations.



Improve System Reliability

A production uptime SLA and 24/7 monitoring help reduce disruptions.



Protect Your Data

Off-site backups and managed security help keep your data secure and recoverable.



Stay Current

Get faster access to releases without the burden of on-premises upgrades.

For more information, contact your AssetWorks Sales Representative or visit us online at assetworks.com.

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