AppsAnywhere®
Cloud

AppsAnywhere Cloud Specifications

Introducing AppsAnywhere Cloud...

In this brochure, we'll explain everything you need to know about our fully hosted AppsAnywhere Cloud solution. We'll cover the benefits of AppsAnywhere Cloud versus a traditional customer-owned deployment model, along with the technical information you might need to know.

You can find an introductory overview of AppsAnywhere Cloud over on our blog.

AppsAnywhere Cloud

Key benefits of AppsAnywhere Cloud

In our experience, Higher Ed demands flexibility. And so, while we're committed to offering AppsAnywhere users control and choice over where and how our products are hosted, there are key benefits to AppsAnywhere Cloud:

1. With AppsAnywhere Cloud, you can sit back while we take care of all your upgrades, so you can benefit from new features as soon as they're ready to use.

2. We'll take care of all the server-side administration and management. No need to worry about deployment, maintenance, and upgrades.

3. Receive the same great on-premises performance paired with all the cloud simplicity you'd expect.

4. Receive devoted support from our specialist Support and Customer Success teams on hand to provide you with support for your AppsAnywhere platform.

5. Unlike other products on the market, AppsAnywhere Cloud has no variable usage costs. One simple annual price for the complete package.

6. A simplified implementation and onboarding experience, where you can focus on outputs, outcomes and achieving your own goals.

We understand, especially in recent times, that Higher Ed IT teams are stretched for time, with increasingly competing priorities. Take advantage of AppsAnywhere Cloud and let us take care of all the server-side, backend administration, so you can focus on improving your students' outcomes!

AppsAnywhere Cloud

AppsAnywhere Cloud specification

AppsAnywhere Cloud is built on our Microsoft Azure-backed platform, which commits to an industry standard minimum uptime of 99.9%. During your Implementation Journey, we'll choose the most local region to your institution, giving you peace of mind over your data and the performance, too.

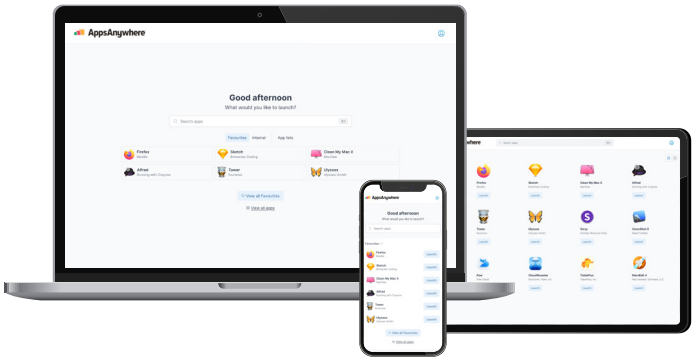
To guarantee improved performance, we'll help you setup an AppsAnywhere Precache File Share, too. This lightweight, 100GB local file share for caching improves the performance of your solution especially when using our application virtualization component in your managed device estate. More information can be found on this **at the link.**

Technical info:

AppsAnywhere Cloud utilizes multiple Microsoft Azure components such as Azure Virtual Machines, Databases, Load Balancers, Networking and Storage.

AppsAnywhere Cloud components are geo-redundant and split across different underlying hosts within an Azure datacentre.

All hosting is in accordance with **Azure compliance documentation.**



Monitoring and notifications:

We understand the business-critical nature of AppsAnywhere with IT and students alike. That's why for AppsAnywhere Cloud, we've put in place monitoring rules to highlight any potential security, platform, backup, or storage issues. In this situation, alert rules would automatically notify the AppsAnywhere Platform and Support teams if any triggers are raised.

When applicable, AppsAnywhere will announce issues that may affect hosted products and services provided by AppsAnywhere. We recommend that customers subscribe to our Support team's links below to receive notifications of releases, features, and service announcements:

1. **Latest Releases & Announcements**
   AppsAnywhere Support

2. Knowledgebase Articles
   AppsAnywhere Support

Authentication:

AppsAnywhere Cloud uses any SAML v2.0 Identity provider linked to your directory, to allow users to access AppsAnywhere. Administrators can configure access to applications based on SAML attribute values available/provided in the authentication response.

AppsAnywhere Cloud

Customer support and upgrades

Like with our on-premises or Bring Your Own Cloud offering, customer support for AppsAnywhere Cloud is covered by our **AppsAnywhere Support Workflow.**

We also offer and operate the same Upgrade process, with the main difference being that it's all taken care of on our side without any heavy lifting needed from your team, so you can take advantage of all the latest features in our product.

AppsAnywhere will also maintain and upgrade all hosted servers, components, and services. Customers will be notified in advance, and written approval is required, for any change that has the potential to affect service.

More information

For more information about AppsAnywhere Cloud setup, SLAs, and our customer support workflow, please visit the links below:

SLA information can be found here:
AppsAnywhere Support Workflow – AppsAnywhere Support

Details on AppsAnywhere Cloud setup can be found here:
Server Deployment and Configuration

Service Level Agreements (SLA)

AppsAnywhere Cloud Online Portal: We've configured Virtual Machines to the recommend specification, using Premium SSD storage and a Load Balancer, to provide traffic distribution between multiple Virtual Machines. As there are multiple Azure services used to provide this component, the overall Microsoft minimum uptime of 99.9% is provided. However, many services benefit from a minimum uptime of 99.99%.

While AppsAnywhere Virtual Machines do not contain any critical information or data relevant to the service, the Azure Backup service is used as a precaution. The backup policy is configured to perform daily backups at 02:00 (time zone is set based on your location). Instant recovery snapshots are held for 2 days, and daily backup points are on a 30-day retention.

SQL Server/Databases: AppsAnywhere Cloud utilizes the Microsoft Azure SQL Elastic Cluster standard tier PaaS (platform as a service) offering. Microsoft Azure provide a minimum 99.99% uptime availability for this particular service.

The SQL databases used by the AppsAnywhere products are configured with a backup policy of 7-day PITR (point in time restore), 24-hour difference backup, first backup of each week is retained for that week and the first backup of each month is retained for that month.

Alert rules are in place to notify the AppsAnywhere Support team of any backup failures should they occur. In addition, monitoring rules are configured to evaluate the Elastic Cluster usage and alert the teams if it reaches 80% of its available capacity for a sustained period.

Like to see more?

Arrange a demo

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