

Reliable and Secure



(YHQW3UR&ORGUQVRQDQHLYLURQPHQWWKDW
KRWWHGRQD6NKLJK(QWHUSULVH5HDGFHUWLIL
VWHP6NKLJK1HWRUNVSHUIRUPVREMHFWLYH
DQGWRURJKHYDODWLRQVRIWKHHQWHUSULVI
readiness of cloud service based on a detailed
set of criteria developed in conjunction with the
Cloud Security Alliance (CSA). Services
designated as Skyhigh Enterprise-Ready are
the services receiving the highest CloudTrust™
Ratings, which fully satisfy the most stringent
requirements for data protection, identity
verification, service security, business
practices, and legal protection.

7KH(YHQW3UR&ORGDSSOLFDWLRQDQGGDWDL
KRWWHGLQRQHRI&RQHFVULDV66(62&
DQG62&FHUWLILHGGDWDWFHQWHUV

Your OWN Database

























Have you heard of the term multi-tenant? It means multiple companies have their data stored in the same database. That doesn't sound ideal to us, so that's why every client has their OWN database on the EventPro Cloud.

In the EventPro Cloud, all updates are still rolled out seamlessly to all of our clients in a simple process. You just get the added security of knowing that your data - and only your data - is sitting in YOUR OWN dedicated EventPro database.



Choose What's Best for You

Every organization is unique, so not everyone will agree on what is the best choice for software delivery. Your EventPro Solutions Consultant will be happy to discuss the pros and cons of the desktop, network and cloud options in relation to your business, with our unbiased recommendation.

DESKTOP/NETWORK SOFTWARE	CLOUD SOFTWARE
 <p>INSTALLATION</p> <p>Need to install on your computer or server</p> 	 <p>INSTALLATION</p> <p>Not required – runs in the cloud</p> 
 <p>UPDATING</p> <p>Need to manually update on computer or server</p> 	 <p>UPDATING</p> <p>Not required – updated by service provider</p> 
 <p>PROCESSING</p> <p>Workstation requires high memory and processing speed</p> 	 <p>PROCESSING</p> <p>Most processing done by service provider</p> 
 <p>DATA STORAGE</p> <p>Stored on your computer or server</p> 	 <p>DATA STORAGE</p> <p>Stored on cloud service provider's server</p> 
 <p>SECURITY</p> <p>Controlled internally by your IT</p> 	 <p>SECURITY</p> <p>Controlled by cloud service provider</p> 
 <p>ACCESS</p> <p>From local computer or workstation on the network</p> 	 <p>ACCESS</p> <p>From any device with internet access (e.g. smartphone, tablet, laptop, computer).</p> 

Increasing Value into the Future: Upgrade Protection Plan (UPP)

All of our solutions come with an Upgrade Protection Plan (UPP), which includes these benefits:

- Upgrades with new & enhanced features developed in direct response to input from UPP clients
- Unlimited hot fixes and updates, accessible 24/7 on the EventPro Support Website
- Unlimited ongoing support via telephone, email and fax
- Preferential pricing and member-only promotional offers on products & services
- Comprehensive user manual, regularly updated by our in-house Technical Writer
- The EventPro Bulletin, up-to-the-moment notifications of updates and upgrades

For the Cloud investment, the UPP is included in the ongoing subscription.

For the Locally Installed investment, the first 12 months of UPP is included in the pricing of each licensed component & module, with an option to renew at the end of each 12-month period. If extra modules or user licenses are added later, the UPP for those modules is included up to the next UPP renewal date for the whole system.





Support and Maintenance for EventPro Software

Following is a description of the service and support levels provided as part of the annual EventPro Software Upgrade Protection Plan (UPP) subscription (first year included in the initial purchase). This service and support is available provided that your UPP is current.

Services provided by	EventPro Software		
Contact	Phone	1-866-920-7996	
	Email	Sales@EventPro.net	
	Web	www.EventPro.net	

Telephone & email support can be accessed Monday to Friday (excluding public holidays), 9:00am to 5:00pm CST.

Support Level Description

First Level Support:

Provides telephone and email assistance for urgent issues as well as procedural advice. We aim to resolve a client's issue immediately, or as soon as practicably possible. Some issues may require input from our development department and may therefore not be resolved immediately.

Second Level Support:

Accepts input for enhancements to the product to suit the user's needs. These are submitted to the development department as a 'Request for Change' and are often incorporated into subsequent releases of the product. The inclusion of requests is at the discretion of the development department and not all requests can be incorporated.

Product Maintenance

Product maintenance comes in the form of regular product updates which may incorporate product fixes and/or new product enhancements. These updates are placed on our web site and can be downloaded 24/7 at your convenience. For our cloud subscription clients the updates are rolled out automatically.

More detailed support level information is in the EventPro Support Level Agreement, which you can read at www.eventpro.net/sla

Questions?

If you have any technical questions about EventPro Software, please feel free to reach out directly to our support personnel using the contact information above.

"The United Way of Greater Cleveland has been using EventPro event software for more than 3 years. The EventPro team is amazing. The sales, technical support, and training staff are true professionals that stand behind their product. The staff is responsive to my telephone calls and emails. The people at EventPro are genuine and the EventPro team makes me feel that I am valued. I strongly recommend EventPro's Event Software for any organisation that is looking for software that will help to manage their event resources effectively and efficiently."

- Deborah A. Jones,
Executive Assistant,
United Way of Greater Cleveland