

DELMIWORKS HOSTED MANAGED SERVICES

OFFER AND BENEFITS BROCHURE

DELMIAWorks Hosted Managed Services (HMS) provisions your ERP system in a secure, scalable AWS cloud environment—fully managed by our experts to ensure performance, control, and compliance.

Our HMS services include:

- Hardware and network hosting specifically designed to support the DELMIAWorks ERP application
- Hosting automation software to assist with the application and maintenance of its operating environment
- Expert support directly from DELMIAWorks for the hosting environment and system administration

Hosting your DELMIAWorks ERP application in our ERP Cloud offers numerous advantages, including ease of use, control, reliability, security, scalability, expert system management and cost savings.

EASE OF USE

All DELMIAWorks applications hosted in our cloud data center can be accessed through a web browser. This eliminates the need for any specialized desktop software or remote services, allowing any device with browsing capabilities (and the proper credentials) to access the ERP system 24/7. This reduces internal IT overhead and ensures secure, browser-based access to your ERP system—anytime, from any device.

“ With DELMIAWorks we are managing our operations around the world 24/7 whether we are in the plant, traveling or working from home. ”

CONTROL

Unlike most SaaS ERP providers, DELMIAWorks HMS allows you complete control over when software updates and changes are implemented. There are no mandatory weekly upgrades or unexpected **system modifications**. For validated systems—such as in medical devices or regulated industries—you maintain complete control, with no changes made without your explicit approval. You have full control and visibility over your ERP system, including the timing of upgrades, as well as 24/7 access to personalized Logic Monitor dashboards that track all hardware performance and connections to your hosted DELMIAWorks instance.



RELIABILITY

AWS data centers provide a high-availability architecture, ensuring resilient hardware uptime and network accessibility. This ensures that even if you experience local network or internet issues, you can still access your ERP system - through an alternate network or mobile connection.

You won't be locked out of your ERP due to a single point of hardware or network failure.

Additionally, our automated hosting services back up your ERP software instance every 12 hours, with encrypted versions of these backups stored at a separate location on a weekly basis.

Our reliability service levels are:

- Uptime: 99.5%
- Maximum data loss: 12 hours
- Maximum recovery time: 8 hours

SECURITY

DELMIAWorks HMS operates under an ISO 27001 security program with a formal risk management framework and continual improvement. Our ITAR offering meets NIST 800-171 and HMS runs on AWS, leveraging a platform with independently validated security and compliance assurances. For manufacturers this means clear accountability and security practices designed to keep production moving.

Security highlights:

- Risk management and controls, grounded in ISO 27001 and continual improvement
- Security for the real world, including adaptive MFA options
- Always-on monitoring and incident response with defined escalation paths

- Managed vulnerability and patching, prioritized by risk and operational impact
- Recovery-ready operations with secure backups and restore procedures to support business continuity

“ Our Board of Directors has made cybersecurity a top priority for the business. We can't afford the potential downtime or financial risk of a cyber-attack. DELMIAWorks HMS is a key part of our cybersecurity strategy. ”



SCALABILITY

The hardware requirements for your ERP system can change over time, influenced by overall business growth, increased operational complexity, or seasonal demands. On premise ERP deployments are particularly vulnerable to performance and storage limitations as system utilization increases. In contrast, our cloud-hosted ERP infrastructure is inherently flexible and can easily adapt to fluctuations in usage demand. You can seamlessly scale your resources up or down without disrupting your business or negatively impacting user experiences. With our cloud-hosted ERP, hardware limitations and upgrade cycles are eliminated—your system grows as you do.

EXPERT SYSTEM MANAGEMENT

The DELMIAWorks ERP system is designed to minimize the need for system administration. However, there are instances where administration is necessary, such as for system backups, backup storage practices, periodic software patches, version updates, and pre-production testing. A key component of DELMIAWorks HMS is the managed services activities. Our team continuously monitors performance and security, and handles all critical patching, updates, and testing—so you don't have to. With HMS, you won't need in-house expertise to keep your system updated and functioning optimally for your business.

“ The DELMIAWorks HMS team has become an essential part of our IT team. We count on them for expert ERP advice and operational support. ”

COST SAVINGS

The numerous benefits of DELMIAWorks HMS and Cloud ERP translate into significant cost savings. It's not merely a comparison of hardware costs versus hosting expenses; the savings extend far beyond that. The majority of the financial benefits derived from an HMS strategy come from the reduction of IT and infrastructure costs associated with maintaining hardware, networking, power, HVAC, software, backup, and security requirements for an enterprise-wide software system that is vital for daily business operations. Beyond direct costs, additional and potentially larger savings come from reduced downtime risk and avoiding the high cost of cybersecurity gaps due to limited in-house expertise.

“ It did not take us long after we went with DELMIAWorks HMS solution to realize the cost savings went far beyond what we anticipated. Not only are we saving money on IT infrastructure and support, but we were able to redeploy those IT talents in new continuous improvement projects that are saving us thousands of dollars a month. ”



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