DELMIAWorks Cloud
Hosted Managed Services

Secure, scalable ERP hosting with expert management



DELMIAWorks Cloud Hosted Managed Services (HMS) runs your **ERP** system in a secure, scalable AWS cloud environment, with DELMIAWorks experts managing the hosting environment and system administration.

For manufacturers evaluating hosted ERP, the decision comes down to **reliability, security, control, scalability, access, IT workload and cost.**

RELIABILITY BY THE NUMBERS

ERP downtime can disrupt production, service levels and business continuity.

Maintain resilient access with AWS high-availability architecture, alternate network options and defined recovery service levels.

Fewer single points of failure. More ways to stay connected.

UPTIME SERVICE LEVEL	INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)
99.9%	**ISO 27001**	**8** HOURS	**12** HOURS

**Weekly encrypted backup copies are also stored at a separate location.*

SECURITY THAT NEVER CLOCKS OUT

Cybersecurity gaps can expose business-critical systems to operational and financial risk.

Protect your hosted environment with structured risk management, AWS infrastructure and managed security controls, with ITAR offering that meets NIST 800-171 requirements.

- **Adaptive MFA options**
  Strengthen access protection
- **Always-on monitoring**
  Incident response with defined escalation paths
- **Managed vulnerability and patching**
  Prioritized by risk and operational impact
- **Recovery-ready operations**
  Secure backups and restore procedures support system recovery

PUT ERP ADMINISTRATION IN EXPERT HANDS



Grow your business without disruption.

- **Purpose-built hosting**
  Hardware and network infrastructure designed to support DELMIAWorks ERP
- **Hosting automation**
  Software that helps maintain the operating environment
- **Expert system management**
  Direct DELMIAWorks support for hosting and system administration

STAY IN CONTROL — EVEN IN THE CLOUD



- **No mandatory weekly upgrades**
  Avoid unexpected system modifications
- **Changes on your terms**
  For validated systems, changes are not made without explicit approval
- **24/7 infrastructure visibility**
  Personalized LogicMonitor dashboards track hardware performance and connections to your hosted DELMIAWorks instance

SCALE WITHOUT SIZING UP THE SERVER ROOM



Growth, seasonal demand and increasing operational complexity can outpace fixed infrastructure.

Scale cloud resources with changing business requirements without disrupting operations.

- **No traditional hardware limitations**
- **No conventional hardware upgrade cycle**
- **Infrastructure that grows as you do**

ACCESS ERP WHERE WORK HAPPENS



- **Access ERP 24/7**
- **Connect through a web browser—no specialized software or remote services required**
- **Work from the plant, on the road or from home**

LIGHTEN THE ERP ADMIN LOAD



- **Redirect IT resources to higher-value priorities**
- **System backups and storage**
- **Software patches and version updates**
- **Pre-production testing**
- **Performance and security monitoring**

CUT INFRASTRUCTURE OVERHEAD, NOT CAPABILITY



Reduce the burden of maintaining a business-critical ERP environment across:

Hardware • Networking • Power • HVAC • Software • Backups • Security

DELMIAWorks Cloud HMS | Secure • Scalable • Managed