

# BST Global's Cloud Deployment & Management Capabilities

Let our cloud experts manage system deployment, plus around-the-clock server, network, database and application monitoring for you.



## Our Cloud Infrastructure Includes:



### Software as a Service (SaaS)

Implemented and maintained by BST Global staff in one of our three regional support centers



### Infrastructure as a Service (IaaS)

Provided by Microsoft Azure in one of 58+ global data centers, deployed closest to your largest physical location



### Virtual Private Cloud (VPC)

Provisioned so each client has their very own



### Disaster Recovery & Business Continuity

Failover to an alternative regional data center



### Quick-Response Support

Through BST Global's eService portal, email and phone channels



### Data Storage

Single instance, single tenant – your data is not stored with others



### System Backups

Sent to an alternate regional data center regularly for full system recovery if required



### System Maintenance

Application and underlying infrastructure updates performed periodically; advanced notifications provided



### Test System

Equipped with a fully functional testing system

## BST10 Cloud Deployment Benefits:



BST Global cloud experts have completed hundreds of successful cloud deployments in tandem with BST Global's Implementation team, resulting in smoother and more effortless ramp-ups



Service inquiries are quickly mitigated, because BST Global cloud experts know BST10 inside and out, and our BST Global Service team is ready to collaborate on solutions together with the user



There's no need for you to employ a robust IT/technical team for implementation, maintenance or support, because our team is your team



We've done many successful cloud implementations, and clients rave about having the infrastructure, implementation and support handled exclusively by BST Global cloud experts – we know every facet of BST10's technology, so we become valuable partners to our clients' teams.

- Steve Greenberg, Director, Infrastructure & Cloud Services

## Cloud Deployment Myths & Facts:



### **MYTH: Poor Network Performance Could Interrupt Cloud Access**

**FACT:** BST10 is designed for global environments, both on-premise across geographies and in the cloud. We've built our data-accessing capabilities to use high packet compression and less chatty calls, allowing for quick access.



### **MYTH: Clients Are Unable to Have Third-Party Integrations With Cloud**

**FACT:** Our API software development service is secured through standard web protocols, allowing you to integrate with some of today's best technology.



### **MYTH: There's Data Privacy Concerns With Cloud Because Client Data Is Shared With Others**

**FACT:** Our solution is not a multi-tenant environment. BST Global stores data in a single instance, single tenant environment with data encryption at rest.



### **MYTH: Clients Data Is More Susceptible to Viruses & Malware in the Cloud**

**FACT:** BST Global cloud solution utilizes virus, malware and ransomware protective services from Microsoft Azure, and our cloud environment is isolated from your corporate network to reduce virus propagation. We also use Azure Backup services, which stores redundant data across different geographic locations, for quick restore, protecting your data even more against virus or disaster scenarios.



### **MYTH: Clients Lose Data Access When It's in the Cloud**

**FACT:** BST Global users can enjoy many different reporting and data-access options while using a cloud deployment. There's standard SSRS reports, inquiries, inquiry exports and Microsoft Power BI integration. Plus, there's an option to deploy a read-only, cloud-replicated reporting database with near real-time data access for direct SQL query capability.

## Cloud Security & Data Protection Standards:

- Virtual Private Cloud (VPC) for each BST10 cloud client
- SSL secure access from any Internet location
- SOC 1-3/ISO 27001 data center process and controls
- Backup and archive data encrypted at rest (AES-256 bit standard)
- Single sign-on with Microsoft Azure AD or ADFS federation
- Secure third-party application integration via web and API framework

## About BST Global

BST Global designs, develops and deploys project-based ERP and Work Management solutions specifically for the world's leading architects, engineers and consultancies around the globe.