



You can count on that

- Access any time, anywhere
- No technical complexity



Valk Solutions
Empowering retail

ASPOS | Hosting



Call us on 0348-431490 or email us at info@valksolutions.nl. We will be happy to provide you with more information.

The services of the ASPOS omnichannel suite run in the cloud. This means that ASPOS applications can easily be started in the browsers Google Chrome or Microsoft Bing. The only thing you need is an Internet connection with a fixed IP number that is safe for your whitelists. In this way, you can control your company any time, anywhere.

NO CONCERNS ABOUT THE TECHNOLOGY

With ASPOS hosting, we relieve your company of 100% of the burden of technology. You no longer need to invest in servers, you do not need Microsoft licences, no storage, and no rack space in a data centre. Your security will be arranged for you, as will your backup. Technical management is also in safe hands with us. In that way, your team can focus on the business.

SERVICE PACKAGE

As a technical service provider, we guarantee that your data, software and services are available to you. We do this under the flag of ASPOS hosting. This is a package of technology and services so that you can use your ASPOS platform any time and anywhere. Simply by means of the Internet.

With ASPOS hosting, you no longer need to invest in technology and you no longer have any management work. You are assured of continuity and secure access to your data – any time, anywhere.



SERVER FARM

Hardware

The ASPOS server farm consists of database servers and web servers supplemented with load balancers, firewalls and backup units. The configuration is redundant; in other words, each component is duplicated. If a component fails, the twin takes over seamlessly.

Software

Each part of the server farm is equipped with the right operating software with current Microsoft licenses for SQL, .Net Framework and Azure Search. There is also software running for backup, monitoring and anti-malware.

Infrastructure

This server farm is housed in two data centres. In case of a problem at one location, your ASPOS will switch to the other location. Data traffic, fibre-optic connections between the data centres, cooling and electricity are all included.

SERVICES

Back up

We back up your data every night. The backup is stored in a third location. We keep the backups up to 7 years back. As an extra safety net against ransomware, there is also a tape backup in addition to the disk backup.

Monitoring

The server park is actively monitored by our management team. We do that not only during office hours, but also outside office hours by our monitoring service. Our monitoring service runs 365 days a year from 7:00 a.m. to 10:00 p.m.

Security

Security patches are also included. These are periodic updates to keep the entire environment and all operating software technically up to date. Patch installation is carried out in the evening during the service window.

SERVICE LEVELS

Performance

Based on measurements, we dare to offer a performance guarantee of at least 2 sales transactions per cash register per minute.

Uptime

Your data and applications are available at 2 locations with real-time synchronisation. This provides comfortable certainty in terms of uptime.

Resolution time

Is something still going wrong? If so, our management team will be ready to solve the problem. We guarantee a 95% resolution time within 4 hours for critical failures in the ASPOS server farm.

BEVEILIGING

We work with our own servers in secure data centres of quality provider XS4all in Amsterdam. This is also called a private cloud. Connections are encrypted with the https certificate. You only have access from a whitelisted IP address known to us. IP addresses outside the EU are blocked for added security. We have an ISO 27001 certification for information security and an ISAE 3402 type 2 audit certification. Independent auditors assess annually whether we comply with the standards.



EXTRA OPTIONS

Dedicated hosting

Shared hosting is the standard in which you share systems while maintaining performance. Optionally there is dedicated hosting available with its own database server. Depending on the configuration, the surcharge for dedicated hosting is EUR 1,500 per month.

VPN

ASPOS does not require VPN. If you nevertheless would like to connect a VPN, you add a line of 10 to 100 MB to both locations, depending on your traffic. The surcharge for a VPN is a one-off fee of EUR 1,250 for the connection and EUR 250 per month for the management.

WHAT DO YOU NEED?

Internet

The Internet is a lifeline for your business. Therefore, choose a high-quality provider with stable lines and a generous bandwidth.

4G backup

Because Internet disruptions are unavoidable, we recommend a 4G subscription as a mobile backup facility. In that way, you can always work on the move in the event of an Internet outage.

Wi-Fi

For the use of PDAs, mobile cash registers and tablets, we recommend a stable Wi-Fi network with excellent coverage throughout the entire industry.

RATES

Depending on your profile, the hosting rate is EUR 10 to 15 per workstation or device per month. A central office with 5 office workplaces and 7 PDAs in the warehouse pays 12 times the hosting rate. For a shop with 2 cash registers, 1 kiosk and 1 PDA, we charge 4 times the hosting rate. For the rest, we charge one hosting fee per branch with a minimum of EUR 500.



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HOSTING

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