

AXIOM SOFTWARE DEPLOYMENT OPTIONS

Compare deployment of Axiom Cloud vs.
Axiom Client-Hosted On Premise.

	Axiom Cloud	Client-Hosted On Premise
SECURITY AND COMPLIANCE		
Data Privacy and Security	Syntellis safeguards client data to the highest standards. The Axiom Cloud utilizes a unique encrypted Microsoft Azure SQL database back end for the data repository for each client (data at rest). Data storage is logically separated for each individual client. All data and backups at rest in the Axiom Cloud are encrypted using Microsoft Azure SQL Transparent Data Encryption which uses a symmetric key specific to the Axiom Cloud with AES 256 encryption algorithms.	Clients must host their data on a dedicated SQL database server, properly licensed, deployed, patched, and secured. Proper infrastructure controls must be in place to prevent data from being compromised by IT and non-IT staff. Data in transit may be secured based on the client's expertise with SSL encryption certificates and internal procedures. Data at rest and data in transit are generally not encrypted on premise.
Threat Defense	Syntellis partners with Microsoft to provide an integrated barrier to threats. Syntellis takes immediate action to known threats without compromising the uptime of the service. This includes firewall management and analysis, service updates, security patches, and ongoing monitoring.	Clients are responsible for all security-related monitoring and analysis. Expectations of security protocols must be established based upon the client's policies and procedures. Proactive monitoring of security threats to on-premise servers must be monitored.
SSAE 18 SOC2 Compliance	Syntellis has successfully completed an SSAE 18 SOC Type II (SOC2) audit. This third-party validation of our business practices, policies, procedures, and technology conforms to AICPA standards. Syntellis is in ongoing compliance with the principles of the SOC Type II audit.	Clients are responsible for adhering to all regulatory compliance policies. To meet regulations, the Axiom system must be installed on premise in a compliant framework, and the infrastructure access controls must be routinely reviewed and evaluated by an outside third-party accredited firm.
Regulatory Compliance	Axiom is designed to help you achieve compliance in your industry, ensuring the protection of PHI and PII data for HIPAA, SOX, and GLB compliance.	Clients are responsible for adhering to all relevant standards when deploying Axiom on-premise. This includes controlling access to the underlying data. The infrastructure access controls must be routinely reviewed and evaluated by independent auditors.
Security Integration and Consolidation	The Axiom Cloud is single sign-on ready. All users with internet connectivity on authorized networks may be granted login access to the system.	Clients must ensure that all users have connectivity to the on-premise system, whether users are local, remote, on a LAN/WAN, local domain, or untrusted domain.

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INFRASTRUCTURE REQUIREMENTS		
Disaster Recovery Plan	The Axiom Cloud is built for high availability and continuity. The service is load balanced and provides continuous geo-replicate data archival. All client data is continuously mirrored at multiple encrypted sites to ensure recovery even in a disaster. The Axiom Cloud is capable of recovering objects from any point in time within the previous 30 days.	Clients are responsible for all high availability, network load balancing, system scalability monitoring, and maintaining an independent disaster recovery site with failover capabilities and data redundancy. Typical on-premise deployments merely include daily database backups.
System Monitoring	The Axiom Cloud infrastructure is monitored 24/7 for peak performance. All monitoring is performed by Syntellis experts.	Clients are responsible for implementing monitoring tools to evaluate the ongoing usage and performance of the on-premise system as well as analyzing the results and implementing optimizations.
Automatic Scalability to Meet Demands	The Axiom Cloud is published through the Gartner-leading Microsoft Azure platform-as-a-service. The Axiom Cloud infrastructure allows for a high level of targeted scalability where resources are needed. The cloud system includes necessary headroom to meet peak client demand.	Clients are responsible for evaluating and expanding their environment as the existing on-premise system evolves to add additional users and capabilities. Clients must provide a qualified Senior SQL Database Administrator to monitor and analyze the on-premise SQL database server to ensure routine and peak demands are met.
Infrastructure Update Management	Syntellis is continuously monitoring and enhancing the Axiom Cloud infrastructure, increasing the performance and scale. This requires no downtime or interruption to the service.	Clients must plan infrastructure patches, upgrades, hardware retirement, infrastructure scaling, and related downtime. Syntellis recommends applying all critical Microsoft security updates to the infrastructure.
Platform Update Management	The Axiom Cloud allows clients to elect to apply platform updates. Clients will be notified if urgent security updates are required. All updates and validations are managed by Axiom experts.	Clients must provide trained personnel to execute platform updates. All Axiom upgrades will be executed, validated, and tested by client staff. Axiom platform updates may require enhanced technical requirements, and clients must update their infrastructure before applying certain platform updates.
Sandbox Development Environment	Syntellis provides a stand-alone sandbox environment for testing new platform updates and system design changes. This sandbox environment is fully managed by expert Axiom staff and may be refreshed, upgraded, and reconfigured at the request of clients.	All clients are required to maintain a stand-alone sandbox environment in addition to a production environment. All costs for additional infrastructure are the responsibility of the client. Client's staff must have expertise in refreshing, upgrading, and reconfiguring sandbox environments.
Disparate Data Integration and Consolidation	Utilizing the Axiom Cloud Integrator, clients may load data from any authorized source in any location. The integration service is capable of sourcing data from any authorized network with internet connectivity.	Clients are required to have network access to all data sources that will provide data loads to the Axiom Software on-premise system.
Infrastructure Optimization	Syntellis is continuously monitoring, managing and analyzing Cloud infrastructure for high availability and optimization. Optimization is performed with no downtime or degradation.	Clients are responsible for determining a hardware churn rate and optimization processes. We recommend turning over all hardware on a 3- to 5-year plan, maintaining only supported hardware, operating system, and software.

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RESOURCE REQUIREMENTS		
Service Level Agreements	Syntellis provides specific Service Level Agreements to clients related to service availability and level of support. These industry-leading SLAs guarantee the Axiom Cloud is operating 24/7/365 at peak performance.	Clients must determine their own SLA uptime expectations and staffing availability. Client's staff must have expertise in the infrastructure and Axiom system to meet SLA requirements.
System Support Resources	The Axiom Cloud is maintained 24/7 by a team of infrastructure and system experts.	Clients must train a team of staff to be experts on the infrastructure and system. These experts should expect continuing education on all aspects of the Axiom system including maintenance, monitoring, security, scalability, support, and upgrades.
Overall Cost	The Axiom Cloud is managed under a single subscription cost. This cost includes all of the features listed in this document as well as ongoing proactive updates, patches, enhancements, threat defense, monitoring, and support.	Clients are responsible for all hosting costs, including hardware, software, depreciation, Windows Server licensing, SQL Server licensing, disaster recovery, sandbox development system, personnel, training, upgrades, and support.
Time to Deploy	The Axiom Cloud platform may be deployed within minutes to facilitate the beginning of an implementation project. After deployment, services will be provided to customize the environment.	Clients are required to plan for the acquisition of hardware, setup, testing, training, and deployment. This includes expertise to implement SQL, SMTP, DNS, SSL, SSO, and other relevant infrastructure technologies. Implementation of a highly available infrastructure and a disaster recovery plan are recommended.

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