

The Benefits of MLM's Hosting and Managed Services:

MLM Project Services Inc., an affiliate of DRMcNatty & Associates, provides cost effective Primavera hosting and managed services to companies of all sizes in the Engineering, Construction, Defense, Aerospace, Utilities, Energy, Healthcare, Software, Financial, and Manufacturing market places.

MLM's web based hosting and managed services allow customers to use the Internet to access their business applications and information around-the-clock in a fast, reliable, and secure manner. This environment is maintained and managed by MLM's Certified IT and Primavera professionals.

With all of the costs and problems associated with managing these complex applications, why would a company want to "do it themselves" when the experts at MLM Project Services can do it better, faster, and for less money? Our services generally save companies more than 60% of the costs as compared to "doing it themselves" in-house.

What are "Hosted and Managed Services"?

MLM's hosted and managed services are offered to customers on a subscription basis and include all the information technology (IT) infrastructure and staff necessary to deliver a "High-Availability" user experience. MLM's 99.95% Service Level Agreement (SLA) guarantees a company will experience less ½ of 1% of disruption or downtime. Less disruptions and downtime equates to more productivity, and more productivity means more profit to a company's bottom line.

The Benefits:

1. Access to the latest technology to run your business without the risks, costs, and administrative responsibilities associated with developing and maintaining the required IT infrastructure and specific knowledge base.
2. Allow you to focus your resources on more core business issues than daily IT operations and management.
3. Faster implementation of new applications and technology with reduced risk to your existing systems environment and bottom line.
4. Ability to scale and deploy rapidly to meet growing business needs.
5. Access to comprehensive security, back-up, disaster recovery, and support services.

6. Access applications without the burden of maintaining a distributed computing environment.
7. Eliminates installation, upgrading, and maintenance of software and hardware.

What are the costs?

Our predictable and affordable monthly fees depend on the number of applications hosted, user seats, and the services required. A typical deployment of Primavera P6 and Contract Management would cost less than \$1,500 a month. That's less than \$18,000 a year... and we do all the work.

Contracts are usually a one-year term duration, but longer terms are available and are payable either quarterly, semi-annually, or annually.

How long does it take to deploy an environment?

Most deployments are up and running in 7-10 business days or sooner depending upon a company's requirements.

More FAQs:

How do I access the software?

Web Applications are instantly accessible through a web-browser such as Internet Explorer. Client-Server applications are accessed through Citrix or Microsoft's Remote Terminal Access.

Who owns the data?

The customer owns the data. All data is archived and can be easily and quickly retrieved upon request.

How secure is my data?

One of the many benefits of working with MLM is having access to the latest in security technology. MLM's equipment, software, and expertise include best of breed, three-tier systems, utilizing both physical and virtual barriers. Security measures are in place at all levels of service: physical security, network security, application security, customer security, and user security. MLM employs standard 128-bit SSL and AES encryption algorithms to secure network traffic.

What other applications besides Primavera can be hosted?

MLM hosts many other manufacturers' software applications, such as software from Microsoft, SAGE, Timberline, and Deltek. Please see list of supported applications by [clicking here](#). For other applications please contact our Managed Services Representative.

Where are your data centers?

We currently have data centers in North America, Europe, and the South Pacific serving the performance needs of our International customers in these major markets.

Does MLM's client share environments?

For performance and security reasons MLM doesn't believe in putting client data together in order to save cost. MLM's approach of deploying dedicated environments is more expensive, i.e., more equipment and software to deploy and manage, but the benefits of faster performance, security, and reliability out-weigh the costs and better serve the interests of our customers.

How do I get support?

Users can open a support ticket by clicking on the Support Ticketing System link on MLM's Web Portal Page or call the Toll-Free Number also on the Portal Page and speak directly with one of MLM's highly trained support personnel. Most support tickets and calls are addressed and resolved on the first call within the first 30-minutes. This level of support is realized because MLM knows the supported applications and their associated data bases inside and out and can correctly address and resolve a reported issue.

How are upgrades and patches applied?

First of all, because all MLM customer deployments are dedicated environments, no single upgrade affects anyone other than the customer whose environment is being upgraded. This is an important distinction, because when an upgrade is deployed in a shared environment, everyone within the shared environment is affected.

With MLM, all upgrades (application or operating system) are taken very seriously and are always discussed with the customer beforehand. MLM tests all patches and upgrades in non-production environments well in advance of offering them to our customers. Then knowing the ins and outs (pros and cons) of the upgrade, MLM can intelligently discuss with the customer whether or not it is in the customer's best interest to deploy the upgrade. If the benefits of the upgrade outweigh the cons, then an outage maintenance window will be scheduled at a time which is the least disruptive to customer productivity.