

The Tessitura Network's hosted option, **Remote Access Managed Plan ("RAMP")**, is an elective service to deploy Tessitura Software to your organization's desktops via the Internet. If you choose *RAMP*, your Tessitura Software database will be administered by the Tessitura Network, Inc. ("TNI") and will be stored in our secure Tier 3 data facility in Dallas, TX. *RAMP* is not a separate browser-based product, nor is it "Tessitura Light"; it is the same software you would utilize if loaded on your own in-house servers.

***RAMP* allows you to focus on becoming functionally proficient in Tessitura Software without having to worry about a major hardware investment or internal database administration.**

Choosing *RAMP* is an economical option if your organization (no matter your size) is unable to secure and operate your own hardware or if you have limited IT/database administrative staff. The *RAMP* pricing structure is based on two factors: the number of Named Users within your organization (each of whom needs a "Token" to log on, for PCI security purposes), and the number of needed Concurrent User Login Licenses which controls how many of your Named Users can be logged on at any given time. These Concurrent licenses are available in 5 User 'packets' (1-5, 6-10, etc.) the number of which ultimately determines the monthly *RAMP* fee.

RAMP License Holders Provide:

- Internal personal computers (Windows XP, Vista, 7) and local networks; Apple Macs can also be utilized as terminals if running a PC emulator program
- Stable internet access with sufficient bandwidth for the number of users and level of activity
- Functional proficiency with the Tessitura application (as is required of all Tessitura Licensees)
- An internal Tessitura application specialist who will serve as the primary administrative contact point (this can be filled by an existing staff member or as a dedicated position)
- A list of Named Users who will require a Token

Tessitura Network Provides:

- **Hardware and Desktop Deployment**— A server or shared server running a **separate** instance of the Tessitura database AND a **separate** instance of the client's Tessitura Software database as a backup/test machine
- **SQL Administration and Technical Application Support**— Includes user setup and profile management, daily SQL database backups, setup and administration of the region-specific credit card processing middleware, setup and maintenance of standard Tessitura scheduled jobs, timely application of Tessitura upgrades and patches

For further information on *RAMP*, including specific pricing or any other matter pertaining to the Tessitura Network, please don't hesitate to contact us:

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