



## ***RADR by Tessitura Network™ - Remote Access Disaster Recovery***

### **What is it?**

An optional plan, **RADR** (Remote Access Disaster Recovery) is a “warm” back up option combined with desktop deployment capability if and when there is a need to deploy to designated PC’s via the internet.

**RADR** is essentially a “warm” site which can be activated in four hours and is a place for our clients to store alternating sets of SQL backups so that at any point there is data from the last two backups. The subscribing organizations would be provided access software in advance along with actual User ID’s when a recovery event is initiated. A trial recovery exercise will be executed both at initial setup and then annually so that both the subscribing organization and the Tessitura Network are fully familiar with the operation; that exercise is included as part of the service.

The required Tessitura credit card, report and database back up / test servers are also included.

This plan is separate and distinct from the Tessitura Network, Inc. (TNI) Membership and Support Standards that we currently offer and is an additional optional service to be offered by TNI.

### **Why is this being offered?**

Over 165 organizations operate Tessitura with in-house servers and database administration. There has been growing interest, due to the importance of being able to operate in the event of a crisis, to have an alternative disaster recovery program.

**RADR** is not a substitute for your own back up procedures. Good database administration practices are recommended on a daily basis. This is an offsite, additional program that can offer an extra measure of protection.

### **What is provided to each Tessitura Software license holder that elects this option?**

#### **Hardware and Desktop Deployment**

- A server or shared server running a **separate** instance of the client’s Tessitura Software database.
- A separate server or shared server running a **separate** instance of the client’s Tessitura Software database as a back up and test machine.
- Its own instance of SQL Server and application files.

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- Software tools for the user to access their system at their desktop via an internet connection
- Tessitura will be delivered over 128-bit encrypted internet connections via Terminal Services.

**What does the organization (the customer) need to provide?**

- Its own internal personal computers (Windows 98, 2000, XP, VISTA) and local networks.
- Stable internet access with sufficient bandwidth for the user count and activity being supported.
- Functional proficiency with the Tessitura application, same as currently required of all licensees.
- One Tessitura “Application Specialist” who will serve as the primary contact point for the administration of this plan.
- A valid license for Tessitura Software AND be on the most current version of the software per the official release dates of the Tessitura Network (or still be within the valid time window to be one release behind right after the new version is released).

**How will this be billed?**

On a monthly basis by the Tessitura Network to organizations which elect the service. Please see the “RADR by Tessitura Network™ Fee Schedule” document for detailed pricing information.

**Q-- Does a license for Tessitura Software still need to be acquired?**

A- Yes, a license needs to be obtained from Impresario, L.L.C. (Subsidiary of the Metropolitan Opera)

**Q – What about credit card processing?**

A –A license must be obtained directly by the organization for the appropriate credit card “middleware” software program for standard use with Tessitura. RADR will itself also provide a back up Credit Card Server; an extra license is NOT needed for RADR. In North America the program is *TranScend* from Intrix Systems. In the UK and Ireland it is COMMS XL. In Australia and New Zealand, each country has its own requirements for credit card servers and software, but due to technical limitations of the provider set-ups we are not yet ready to have credit card processing as part of RADR in Australia / New Zealand so separate card devices would be needed. We will advise as that situation changes. We also cannot offer remote chip-and-pin handling in the UK and Ireland due to current technical limitations.

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**Q – An organization has a need to activate *RADR*. Who do they call?**

**A –** TNI will provide numbers and methods to contact the appropriate people administering this service. At this point, please contact Jack Rubin, President for contracts and introductions will be made to the *RADR* technical staff. Jack can be reached at +1.214.265.1908 and/or [jrubin@tessituranetwork.com](mailto:jrubin@tessituranetwork.com)

**Q- Is Tessitura Network, Inc. membership required to utilize *RADR*?**

**A- Yes,** *RADR* is provided only for members (and also Tessitura Software license holders on the path to becoming members during implementation) and does not take the place of membership. Membership services provided by TNI are separate and distinctly different from the services provided by *RADR*.

**Q- Is the *RADR* by Tessitura Network™ service for any size organization?**

**A- Yes, **any** organization can utilize this service.** We add additional servers and terminal servers based on the number of users and number of organizations on this service.

**Q- Is my data stored in a safe place?**

**A- Customer data is monitored on a 24-hour basis and the data center facility is physically secured. A Biometric Scanner is utilized for access, and there are multiple layers of 24x7 security cameras, card readers, and key pads. Advanced fire suppression is utilized using pre-action dry pipe fire suppression rated for telecommunication equipment / computer rooms. There are integrated smoke and heat detector systems. The facility that houses the data has reliable municipal power and a bank of back up power supplies using both PowerWare and Leibert UPS systems that operate independently to provide true redundancy. There is a technician on-site 24/7/365, guaranteed with no exceptions. The entire facility is backed by a generator to ensure that all systems are up and running in the event of an area power outage and a 100% diesel generator backup is included in the configuration. There are multiple connections to the internet backbone utilizing Internap, Level 3, Time Warner Telecom, ATT&T and several others.**

**Q- Do I have to commit to be on this plan for the duration of my use of Tessitura?**

**A- No.** The plan has a one year initial contract and then rolls over to become a quarterly commitment unless cancelled or terminated (there is a 60 day notice period to terminate). We will be glad to discuss your circumstances with you.

**Q- How do you charge for this?**

**A- We need to enable hardware and software for each user of *RADR* by Tessitura Network™ and thus each user that might require access will have their own log in and password. There are monthly charges based on the number of these concurrent users that should have access to the system when needed; these concurrent user logins are priced in blocks of five (1-5, 6-10, 11-15, etc.). The number of required concurrent users can be changed on short notice (10 business days by contract but often it can be more quickly executed). There is a one time organizational administration fee which covers set-up and testing.**

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Q- What kind of contract is involved?

A- The Tessitura Network, Inc.'s **RADR Outsourcing Services Agreement** sets out the terms of the arrangement and includes service standards that we promise to maintain. This agreement will be provided upon request and should be carefully reviewed.

Q- How are backups handled?

A- Data is transmitted from your site to the **RADR** servers on a daily basis. Protocols will be worked out with each user based on the amount of data that your organization maintains and procedures with which you are comfortable. **It is your responsibility to get your data to us, so this part will be a proactive project by your organization that will vary in each case.** We will test the data transfer with you and there will be a communication protocol set up to advise you when we receive each data transmission. We will write a utility that will assist with this in most situations, but we again stress that it is not our responsibility to “pull” your data from you. This is not a straight forward file transfer because even a small organization is going to have a multi-gigabyte database to move up each night.

Q- What type of internet connection does the Tessitura Network, Inc. have at the data center location?

A- Redundant direct connections to the Internet come into the data center.

Q- Besides utilizing 128-bit encrypted internet connections how else is my data protected?

A- Internet security is a task left best to experts and can be a full time challenge. The **RADR** administration team has years of experience handling data. Secure Sockets Layer (SSL) Protocol, which utilizes technology widely used by online bankers, retailers and other major processors is used to encrypt data.

Q- If we are already using **RAMP** (Remote Access Managed Plan) do we also need **RADR**?

A- No. **RADR** uses the same technology as **RAMP**. If you are on **RAMP** your data is already backed up in the same data facility that the servers and drives will be housed in the same location for **RADR**.

Q- If we are running Tessitura on our own servers and desire to switch to **RAMP** is that an option?

A- Yes. We would be glad to discuss that with you and provide **RAMP** information and agreements and review how the switchover would be accomplished. Once you switch to **RAMP**, you would not need to also enroll in **RADR** as **RAMP** uses the same technology and data center approach as **RADR**.

Q- Has **RADR** been tested and put into use by the Tessitura Network?

A- Yes. For a number of months we supplied **RADR** services under contract to a very large international consortium with a very large database. Over 100 terminals were tested and a total of 16 simultaneous FTP transfers of the entire database were transmitted from the primary server to the **RADR** servers on a nightly basis.

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Q- Can we use an Apple Macintosh computer if we want?

A- Yes.

Q- What about website hosting and management so that we can carry out real time sales and other transactions using the included Tessitura Web Application Program Interface (API)? Also, what about integration services to use the Tessitura Software API to enable the real-time transactions and other customer functions to be carried out online?

A- This service is designed to get your in-house operators up and running. It is not designed “out of the box” to tie your website to the service. However, we believe that in most cases that we could set up an API running on a gateway server for each license holder so that your web site could be changed to point to the RADR gateway and would be able to perform transactions. On a case-by-case basis we will review the web architecture and set up and advise if this is feasible. The work to set up this functionality would be billed at \$150 (USD) per hour and we would of course work as efficiently as possible.

Q- Is this service going to be run by TNI staff or by 3<sup>rd</sup> parties? What about billing?

A- TNI will bill each **RADR** organization directly on a monthly basis. TNI will be responsible for the delivery of the service and it will be based on their sole discretion as to who will do the work. TNI reserves the right to utilize trusted and experienced contractors for service operation.

Q – Could we make this a “hot” back up for instant service?

A - This solution does NOT include “log shipping” or similar methods. While technically possible it would be much more expensive to implement because it would require more dedicated servers and a multitude of bandwidth. There are no promises that this could be utilized and any discovery work would be billed at \$150 per hour. In addition, any costs for any other non-standard functionality would be quoted separately with no promise of success in the project.

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**The BOTTOM LINE**

**RADR** is designed to supplement good back up practices and provide a “warm” site and tested methodology to deploy your Tessitura database to your designated desktops and laptops in the event of a crisis. It is using technology and procedures that are well-tested and proven with many Tessitura Software users.

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