

Remote Access Managed Plan by Tessitura Network™

Overview

RAMP is an optional plan to deploy Tessitura Software to your desktops via the Internet. Your Tessitura Software database is administered on a remote server in a secure data facility by the Tessitura Network, Inc (“TNI”). Hardware and Microsoft SQL database services are provided under this plan as a bundled service. The required Tessitura credit card server, report server and database back up / test servers are also included.

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. This plan is separate and distinct from TNI’s Membership and Support Standards that we currently offer and is an additional service offered by TNI.

Over 170 organizations operate Tessitura with in-house servers and database administration. However, many small-to-medium arts organizations expressed interest in Tessitura Software but were not capable of securing and operating hardware or maintaining database administration skills in-house (or via their own contractors). In addition, larger organizations expressed a desire to outsource instead of performing database maintenance, updates and server operations themselves. **Thus, this plan allows you to use Tessitura Software and focus on becoming functionally proficient but not have to worry about an initial hardware investment or recurring database and IT administration costs.** Organizations that use *RAMP* feel this allows them to focus on their core business as they are essentially “outsourcing” server operation and database maintenance. Both new and existing Tessitura licensees can elect to be on *RAMP*.

RAMP License Holders Must Provide:

- Internal personal computers (Windows 98, 2000, XP, Vista) and local networks; Apple Macs can also be utilized as terminals.
- 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 (including a primary internal support focal point person to interface with the Network for support questions).
- One Tessitura application specialist that will serve as the primary contact point for the administration of this plan.

Tessitura Will Provide:

Hardware and Desktop Deployment

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

SQL Administration and Technical Application Support

- Tessitura SQL database administration and technical application support.
 - User setup and profile management.
 - Daily SQL database backups.
 - Setup and administration of the TranScend credit card server.
 - Setup and maintenance of standard Tessitura scheduled jobs.
 - Timely application of Tessitura upgrades and patches.
 - Database administration functions that are normally required to operate Tessitura.

Commonly Asked Questions and Answers

Getting Started

Q- Are RAMP licensees members of the Tessitura Network, Inc.?

A- Yes, *RAMP* is provided only for members (and also Tessitura Software license holders on the path to becoming members) and does not take the place of TNI membership. All benefits of TNI membership are extended to *RAMP* licensees.

Q-- Does a license for Tessitura Software need to be purchased?

A- Yes. The cost of *RAMP* is in addition to this one-time license fee and is an alternative to in-house operation costs and cash flow being used for hardware.

Q- Is the RAMP by Tessitura Network™ service only for small organizations?

A- No, organizations of **any size** can utilize this service. The program is highly scalable, and extra terminal servers based on the number of users are added as necessary. Since there is a cost to deploy this for each user at your organization we do charge the monthly fee based on the number of concurrent user logins.

Q- Do we need to learn Tessitura Software to be able to utilize this plan?

A – Yes. *RAMP* administrates and deploys the software for you. Just like all other Tessitura Software users worldwide your organization should become proficient with the functional aspects of the application. During the implementation phase training and documentation are provided and our goal is for you to develop “power” users in each area. TNI provides ongoing support via its Support Standards and can provide refresher training on any aspects of the software as required (either onsite or remotely).

Q- As a consortium with sublicenses could we utilize this plan?

A – Yes. Your database on *RAMP* is able to be configured to handle multiple organizations just like if it was being run in-house. Privacy and security settings are all accessible.

Q- Could an organization buy its own equipment and have only that equipment be used?

A – While this is not part of the plan, an organization could buy its own hardware and have their own machines solely used and managed by *RAMP* personnel. However, the administration and support costs would not go down as it would involve additional rack space, facility fees, software and other costs. We would need to quote any special circumstance separately. This is really not the model that we are set up for so we would want to carefully review this with you. Even so, we make no commitments that we will provide this service.

Q -What is involved with the client install?

A- We send two small programs that you install on any machines that will be used to access RAMP. One program is the client side of the 'wrapper' and the other is a program to do dynamic printer mapping. You can install these programs on as many workstations as you like. We walk you through it and it only takes a short time.

Q- Can we access the database with SSMS (SQL Server Management Studio)?

A- Yes, Ultimately it is your data so if you tell us you have specific people that are qualified to use SQL tools we will provide access to your database and SSMS for them. Additionally, if you have licensed a copy of Infomaker we will set up an environment where you can use that application as well.

Q- How will this be billed?

A- *RAMP* will be billed by TNI on a monthly basis. Please see the Fee Schedule section later in this document for detailed pricing information.

Service

Q – An organization has an access problem or a database issue. Who do they call?

A – Tessitura provides 24 hour emergency support for RAMP and appropriate contact methods will be given out to each RAMP customer when they are given access to the system.

Q- Is this service going to be run by TNI staff or by 3rd parties?

A- TNI will bill each organization on a monthly basis. TNI owns and operates *RAMP* and will be responsible for the delivery of the service, but we do reserve the right to utilize trusted third-parties for service operation.

Q- How are backups handled?

A- Data is automatically backed up every day with transaction logs backed up on a very frequent basis throughout the day. Multiple copies are stored in multiple secure locations. We do full verified backups each night, incremental backups twice each day, and log backups every 15 minutes. Whenever possible we use the previous night's backup to do Test system restores as a way of verifying backups. If a RAMP customer wanted to periodically test restores beyond that we would make those provisions.

Q- How are Tessitura Software version upgrades handled?

A- *RAMP* includes eight (8) hours of database administration monthly and, unless there are unforeseen needs, the service will include software upgrades. These will first be handled on the test / backup server followed by the updating of the primary database.

Security

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. The facility that houses the data is backed up by separate municipal power grids and a bank of back up power supplies that can operate for days if needed. There is a technician on-site 24/7/365, guaranteed with no exceptions. The data center utilizes PowerWare and Leibert UPS systems; both are independent of each other to provide true redundancy. 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.

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 *RAMP* administration team has years of experience handling data. Secure Sockets Layer (SSL) Protocol is used to encrypt data; SSL technology is widely used by online bankers, retailers and other major processors.

Q- Can we access the security module?

A- Yes, since you fully control all components of your Tessitura application level security.

Q- Can certain users access Tessitura from home?

A- Yes, you can access *RAMP* from any internet-enabled machine that is also loaded with the access program and by a user who has been assigned a *RAMP* login. *You cannot connect to RAMP unless your machine has the access program installed.*

Other Features

Q- For custom reporting, can we use SQL Server Reporting Services (SSRS) and/or Infomaker? Or do we set that up locally?

A- If you want to use SSRS and/or Infomaker we will set up an environment within *RAMP* for these programs.

Q- Can we schedule reports to be E-mailed/Printed?

A- Yes, report emailing works in *RAMP* just like with running it in-house. We can set it up to either relay off of your email servers or we can send through the SMTP service we use.

Q- Can we use T-Stats if we are on RAMP?

A- Yes, we will install T-Stats on a separate database server and handle all of the setup.

Q – What about credit card processing?

A – A license for *TranScend* Software must be obtained by you directly from Intrix Systems, the price for which has been negotiated at special TNI rates. *TranScend* will be loaded on your Credit Card Server, to be located at our site; *RAMP* fees include the setup and administration of this Credit Card Server. Contact information for Intrix can be found in a separate document. (Note for UK, Ireland, New Zealand and Australia Tessitura users: *TranScend* is the credit card middleware for North America. We have equivalent providers in each country for your use and will supply details as required.)

Q- Can we carry out real-time online sales and other transactions using the included Tessitura Web Application Program Interface (API)?

A- There are two options available:

1. TNI provides a special website hosting and Tessitura web integration service called **TN Express Web™** that can operate with or without *RAMP*. This is a very easy solution and would be an option to consider should you wish to launch fairly basic, pre-set ticketing and fundraising functionality via the web in a rapid (two-three weeks) and economical (starting at \$400/month) manner.

2. Should a more customized approach be desired, *RAMP* will likely make it easier to do the integration work to be executed by a qualified third-party web integration provider. TNI can provide contact information for these approved web providers upon request.

Tech

Q- What type of internet connection does the TNI have at the data center location?

A- Redundant connections to the Internet come into the data center via two Tier 1 providers.

Q- Is RAMP Terminal Services or Citrix?

A- RAMP is Terminal Services with a 'wrapper' program that enables specific application publishing and tunneling through a secure SSL connection. Citrix is not needed.

Q- Are we responsible for SQL Server licenses and upgrades?

A- We have our own SQL Licenses within RAMP and they are included as part of the standard charges. We update to the next version of SQL when the Network advises that is recommended, and there is no cost for that upgrade.

Contract

Q- What kind of contract is involved?

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

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 (1) year initial contract and then rolls over to become a quarterly commitment unless cancelled (there is a 60 day notice period to terminate). We have some organizations that start with *RAMP* and expect to stay with it long term, while others (such as new facilities) are utilizing it during their initial start-up phase and will then make a decision if/when to migrate to their own servers and team. To this point, our history has been that almost all organizations have stayed with *RAMP* once they start with it. We will be glad to discuss your circumstances with you.

Q- If we terminate the agreement, do you assist in the data transfer to our own servers?

A- Yes. The consulting fees to execute that conversion are at a special reduced hourly rate. Transferring from *RAMP* servers to your servers is a straightforward process.

The BOTTOM LINE

You can have what is recognized as the leading arts enterprise software in the world on your desktops – Tessitura Software. You will not need to acquire and operate servers and you can leave the database administration and routine tasks to experts.

Consider the Facts Before Selecting Software

Fact 1: You don't have to worry about integration of systems. Tessitura Software is ONE database for ticketing, fundraising, marketing, CRM, reporting, web sales and more. It is seamless. Actions taken anywhere automatically update related records so there is considerable time saved and service improved. Any other system that is not a single database fully integrated system will not operate as efficiently. Systems that claim to have some sort of "interface" between a fundraising system and a ticketing system will be sub-optimal and systems that also focus on sports or other non-arts markets will continually have their priorities torn away from the arts market.

Fact 2: NO fees charged for web transactions. Should you ever choose to bring your *RAMP* system in-house there will be NO additional fees based on your number of users. With the Tessitura Software perpetual software usage license, you can have as many users and as many transactions as you want for your organization. Tessitura is the back-end database to your website and allows you (the arts organization) to set and keep 100% of any handling charges, ticket charges, transaction charges, etc....

Fact 3: Tessitura Network, Inc. is a nonprofit company that exists for our users. Annual membership costs for users cover bundled support, upgrades, interfaces, documentation and much more and have actually decreased or remained flat every year since inception.

Fact 4: We serve all forms of the arts. We are NOT diverted by sports and unrelated markets. 275+ organizations of all sizes worldwide have selected Tessitura in the last seven years.

Fact 5: *RAMP by Tessitura Network*[™] now allows you to install Tessitura without worrying about hardware or database administration.