



“We wanted our AMS to be a fully-supported hosted service, which is exactly what we get with Association Anywhere – eliminating the cost, effort and headaches of running and maintaining the software onsite.” – Susan Custer, deputy executive officer, the Society for Research in Child Development

The Hosted AMS Solution for Your On-Demand Association

Overview

When you choose the hosted version of Association Anywhere®, you get a fully customized version of our 100% Web-based AMS solution integrated with your organization’s business processes and back-office systems. What you don’t get is the cost and complexity of installing, maintaining and supporting AMS software and related physical infrastructure.

Licensed for a fixed monthly fee, the hosted version of Association Anywhere is becoming an increasingly popular deployment option as it provides substantial benefits to associations of all sizes including:

Lowers total cost of ownership

- Eliminates costly hardware and software support expenses
- Reduces IT management and consulting expenses
- No system upgrades or patches to install
- No need for onsite support

Improves operational integrity

- State of the art security
- Data and system redundancy
- Business continuity and disaster recovery provided
- Professional support, maintenance and system management
- Well-defined service level agreements (SLAs)

Boosts organizational success

- Customized to meet organizational requirements
- Ends distraction of system maintenance
- Simplifies financial planning – fixed monthly expense
- Enables reliable member/customer self-service access
- Supports remote operations and anywhere, anytime access
- Leverages best practices

Product Highlights:

- Proven customer success
- Web-based, anytime, anywhere access
- Completely customizable
- Slashes hardware, IT staff and support costs
- Integrate with any back-office system
- Fully supported
- State of the art security
- High availability – disaster recover and business continuity

Hosted AMS for On-Demand Associations

ACGI's Online Infrastructure

To ensure the performance, reliability and security of our hosted AMS solution, ACGI has made considerable investments in online infrastructure, operating datacenters in Rochester, NY and Northern, VA. Our facilities and technical capabilities provide the following benefits:

Physical Security

Our datacenters have 24 hour physical security, with palm print and picture ID systems, redundant generators and air conditioning, and other backup equipment designed to support continuous operations.

Perimeter Defense

ACGI relies on multiple firewalls and intrusion detection systems, as well as the services of a third-party security firm, which proactively monitors our systems and conducts regular vulnerability assessments.

Data Encryption

ACGI protects customer data and communications using industry standard 128-bit SSL encryption.

User Authentication

Users access Association Anywhere only with a valid username and password combination, which is encrypted via SSL while in transmission. An encrypted session ID cookie is used to uniquely identify each user. VPN access can also be provided if required.

Application Security

The Association Anywhere security model prevents one ACGI Software customer from accessing another's data. This security model is reapplied with every request and enforced for the entire duration of a user session.

Internal Systems Security

Inside the perimeter firewalls, the systems are safeguarded by using network address translation, port redirection, IP masquerading, non-routable IP addressing schemes and other techniques.

Database Security

Whenever possible, database access is controlled at the operating system and database connection level for additional security. Access to production databases is restricted to a limited number of points and production database do not share a master password database.

Operating System Security

Operating system security is enforced by using a minimum number of access points to all production servers and by protecting all operating system accounts with strong passwords. Production servers do not share a master password database.

Server Management Security

Data entered into Association Anywhere by a customer is owned by that customer. ACGI employees do not have direct access to the ACGI production software except where necessary for system management, maintenance, monitoring and backup. Only with a customer's permission will ACGI use a customer's systems for testing, demonstrations and benchmarking – such use will not disrupt the customer's operations.

Reliability and Backup

All networking components, SSL accelerators, load balancers, Web and application servers are configured in a redundant manner. Customer data is stored on a primary database server that is clustered with a backup database server. We use carrier-class disk storage with RAID disks and multiple data paths. All customer data is automatically backed up to a primary tape library nightly. Backup tapes are cloned to verify integrity and clones are moved to secure, fire-proof offsite storage.

Disaster Recovery

ACGI has access to a geographically remote facility in the event our production facilities were rendered unavailable. Disaster recovery plans are tested on a regular basis to ensure operational continuity.

About ACGI Software



ACGI Software is the trusted leader in Web-based association management software. Our flagship application, Association Anywhere, integrates with an association's Web site and business applications, automating administrative and financial operations, enhancing communication and reducing operating costs. It gives association executives the tools they need to engage members, empower staff and make insightful decisions. Founded in 1996, ACGI is based in Columbia, Maryland.

ACGI Software
10632 Little Patuxent Parkway, Suite 236
Columbia, Maryland 21044
Phone: 410.772.8950
Fax: 410.772.8953
www.acgisoftware.com