# BE1S CLOUD

# CLOUD HOSTING SERVICES

**beONEsolutions**
the global SAP® rollout experts

# WHY SHOULD YOU CHOOSE BE1S CLOUD?

## Strategic partnership

We have partnered directly with AWS to guarantee quicker and more efficient infrastructure deployments.

## In-house experts

Our teams consists entirely of AWS experts to ensure the highest quality, security, and compliance across all services, setups, and configurations.

## Uptime everyday

A major advantage we offer is the elimination of downtime during infrastructure transitions. Our team ensures a smooth and uninterrupted workflow by carefully managing each step of the process. While our AWS experts take care of the infrastructure, our SAP Business One experts oversee everything to ensure a successful outcome as well as a seamless and hassle-free workflow.

## Constantly evolving

We are committed to constantly improving and innovating our services and standards. Thus ensuring that our clients always receive the latest version of our solutions.

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# CLOUD HOSTING BENEFITS

## Lower cost

- Our subscription-based pricing model offers a lower cost of deployment by tailoring monthly payments to your exact requirements.
- The monthly subscription cost covers the support of the entire SAP B1 environment, thus eliminating any additional 3rd party IT cost.
- There are no hidden costs.
- Simple pricing - per month with 1 year and 3 years commitments.

## Easy to use

- Seamless, hassle-free transformation from internal hardware to Cloud.
- Optimized best practice security included and applied to the entire environment.
- Default setup for Backup and Disaster Recovery customizable to your business needs.

## Scalability

- An easy and straightforward method to upgrade or downgrade your Cloud environment and any associated costs.
- Eliminates the need for physical office space to store your hardware.

## Availability

- Guaranteed 99.50% Cloud Availability.
- 24/7 Multi-lingual Cloud and IT support.
- A single point of contact for all your support needs: *be one solutions*.

# OUR CLOUD HOSTING SOLUTION INCLUDES

## Servers and software

- SQL/HANA Backend Server.
- RDP Server and AD Server.
- Suse Linux and or MS Windows Operating Systems licenses.
- Sophos Anti-virus license.
- Disaster Recovery Environment.
- 24/7 Infrastructure support.

## Accelerated integration

- Enhance efficiency and productivity.
- Reduce costs and increase your organization's adaptability to change.
- Customize your solutions to your needs.
- Accelerate innovation through integration.
- Empower not only IT but also your other departments.

## Simplified development

- Automate, enhance, and adapt business processes in SAP solutions with flexibility.
- Utilize enterprise-grade tools, security features, and ready-to-use business content.
- Deliver engaging digital experiences across all applications and channels.
- Develop and manage extensions across any landscape.

## Extended business value

- Reduce development investments.
- Leverage SAP's open partner ecosystems.
- Deliver prebuilt solutions to address line-of-business and industry-specific needs.
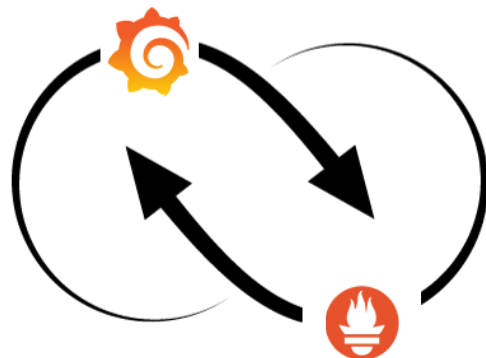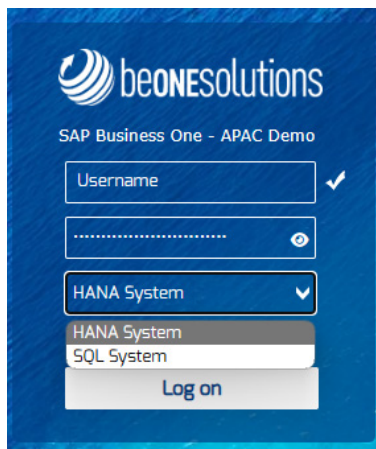
# BE1S CLOUD AVAILABILITY

- These SLAs cover only BE1S Cloud Environment related systems.
- SAP Business One, Add-ons and other services are subject to a separate set of SLAs under a different contract.

| SERVICES | FUNCTIONS | AVAILABILITY / TIME |
|---|---|---|
| | Cloud availability | 99.50% |
| CLOUD RESTORE SERVICES | Database recovery | 01:00 |
| | Server restore | 04:00 |
| SUPPORT & SERVICES | System monitoring & alerting | 24/7 |
| | Urgent incident | 24/7 |
| | Standard incidents and change requests | Working days from 08:00 to 18:00 (local time) |
| INCIDENT RESOLUTION RESPONSE TIME | PI - Urgent | 01:00 |
| | P2 - Critical | 04:00 |
| | P3 - Standard | 08:00 (within working hours) |
| | Target compliance | 95% |

# OUR CLOUD OFFERS TSPLUS ADVANTAGES

- Licensing model is based on concurrent connections, not total amount of users like Microsoft RDS, resulting in lower costs.
- TSPlus can be accessed via a Web Page and used as:
  - HTML5 full on RDP, similar to Windows RDP but accessible through any browser.
  - RemoteApp where users only see the published applications and can open them directly.
- Thanks to HTML5 access, TSPlus is accessible from anywhere and on any device with an internet connection.
- TSPlus communications are exclusively done over HTTPS with properly configured SSL certificates, thus ensuring a high level of security.
- Supports Two Factors Authentication (2FA) that can be enabled at a minimal additional cost.
- TSPlus allows setting up a server' farm, so customers only need one webpage for access, eliminating the need for IP addresses and Ports.

# 24/7 COMPREHENSIVE MONITORING

We employ industry-leading monitoring software, Prometheus and Grafana, to guarantee round-the-clock, in depth monitoring of all our customers servers. Our monitoring includes alerts for common metrics like CPU and RAM. Additionally, we offer specialized alerts for the SAP Business One environment, which have been custom-built by our dedicated team.

# WHAT MAKES CLOUD HOSTING RIGHT FOR YOU?

### Cloud adaptability

- In the rapidly changing IT landscape, traditional servers can quickly become outdated.
- Cloud environments continually evolve with current technologies and tailor themselves to your specific needs.
- Embrace Cloud technology to future-proof your infrastructure.

### Remote expertise

- At *be one solutions*, we are a global SAP implementation specialists that excel in remote ERP implementations.
- Our expertise ensures that you experience a seamless transitions to the cloud.
- Our team navigates cloud solutions for optimum results.

### Comprehensive solutions

- We guide you through the cloud migration process.
- As a major SAP partner, we offer successful global implementations.
- We understand hosting challenges and provide the appropriate solutions.

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BE1S CLOUD - Cloud Hosting

# ABOUT THE GLOBAL SAP EXPERTS

*be one solutions* is a global SAP partner specializing in successful worldwide rollouts, implementation, and providing support. We focus on forming productive partnerships with large multinational corporations that aim to introduce uncomplicated, yet powerful solutions for their small & medium-sized subsidiaries.

Over the past decade, we have amassed extensive experience in implementing ERP systems and executing global-scale rollouts through a 2-Tier or 1-Tier strategy.

Our structure is global, yet our team's knowledge is regional. Our team of senior SAP consultants and developers is conveniently situated across all continents.

In the rapidly evolving IT landscape, your existing server may become outdated in just a year or two. At *be one solutions*, a global SAP implementation expert, working with the Cloud is part of our daily routine. Being one of SAP's largest partners, we specialize in successful global implementations, blueprints, and providing worldwide support. As a Cloud hosting provider, we understand the challenges our clients face and offer solutions for all cases.

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**SAP** Gold Partner