

AssurX Cloud QMS Service Tier Comparison

AssurX offers three tiers of Cloud QMS service and additional service features. All services are delivered via our privately hosted cloud. AssurX Cloud QMS keeps pace as your business requirements change by allowing you to upgrade your service tier as needed.



CLOUD QMS SERVICE TIER COMPARISON

Select the service tier that meets your company's IT, security and compliance requirements. All three service tiers are delivered through a privately hosted cloud and offer different levels of change notification in a multi-tenant or a dedicated environment. AssurX Cloud QMS Services keep pace as your business evolves by allowing you to change your service tiers as needed. All levels provide enterprise-grade security at the network, server, and application level to meet today's stringent data protection needs.

SERVICE FEATURES*	TIER LEVELS		
	STANDARD	ADVANCED	DEDICATED
SSAE Certified / Secure Hosted Data Center	✓	✓	✓
Daily and Incremental Backups	✓	✓	✓
Customer Dedicated Databases	✓	✓	✓
Production Environment	✓	✓	✓
Development Environment	✓	✓	✓
Integration/Import-Export Utility	✓	✓	✓
Integration Bulk File Import-Export	✓	✓	✓
Multi-tenant Web / Application Servers (Virtual)	✓	✓	
Customer-Dedicated Web / Application Servers (Virtual)			✓
Enforced Upgrade Schedule	✓	✓	
Customer-Directed Upgrade Schedule			✓
Notice of Production Software Changes	14 days	90 days	90 days
Test / Validation Environment	If required	✓	✓
Included Annual Scripting / Promotion Services	6	12	12
Single Sign-On Authentication Service ¹			✓

¹Additional fees apply

*AssurX minimum software requirements and compatible browsers required to ensure service functionality.

SELECT THE BEST SERVICE OPTION FOR YOUR BUSINESS

+ STANDARD

For companies with limited IT resources, or in less regulated industries that don't require advanced lead times to implement updates.

+ ADVANCED

For companies with stringent compliance needs or complex configurations who prefer additional time and support to implement changes.

+ DEDICATED

For companies that require the highest levels of security, versatility & control for maintaining compliance.

CLOUD QMS SOFTWARE ENVIRONMENTS

PRODUCTION

The “live” environment where end users access and use the AssurX software.

DEVELOPMENT

Used for making configuration changes to your existing solutions/applications and configuring new applications.

TEST/VALIDATION

Used for validation testing prior to use in the production environment. With **Advanced and Dedicated** Service Options, these environments reside on separate systems and are updated earlier than the production environment to allow for testing prior to installation into production.

HOSTED COMPUTING ENVIRONMENT

DEDICATED CLOUD

In the AssurX Cloud QMS computing environment, multiple AssurX customers utilize the same AssurX dedicated web/application server(s), reducing the cost to subscribers. These customers operate under the same version of the AssurX core software platform on the servers, and upgrades to the core software are delivered to all customers simultaneously.

PRIVATE & SECURE DATA

The AssurX Cloud QMS software platform is architected to provide a secure environment where only the core platform is shared.

Databases are separated by company and environment. All customer data, including transactional records, forms, configurations, processes, users or application security is stored in private customer dedicated databases.

AssurX hardware and bandwidth resources are used by AssurX customers only and managed solely by authorized AssurX personnel and its data center agent.

INTEGRATION / DATA IMPORT-EXPORT

Integrate your AssurX Cloud QMS system with your local systems and databases via data ports and import/export capabilities. Records can be automatically moved between

the systems. Data from your local systems and databases can be used and viewed from AssurX Cloud QMS.

CERTIFIED SECURE HOSTED DATA CENTER

AssurX Cloud QMS applications and updates are delivered through managed firewalls in a SSAE 18 certified data center via Secure Sockets Layer (SSL), the same security protocol used for e-commerce on the Internet.

Advanced threat monitoring, intrusion detection, vulnerability assessments and other security safeguards are in place per HIPAA, GDPR and other applicable regulatory requirements.

CONTINUOUS BACKUPS

All Cloud QMS systems, including customer databases, receive transaction log backups that comply with industry regulations for data retention including HIPAA, 21 CFR Part 11, Part 820 and Part 211, NERC and others.

AssurX employs Always On Availability Groups within SQL Server, which mirrors every database from one fully stand-alone SQL Server environment to another hot-standby environment. AssurX consistently exceeds its 99% service availability guarantee.

SOFTWARE SYSTEM UPDATES / UPGRADES

AssurX provides advance notice prior to implementing software changes such as new releases, service packs and patches into production environments to allow customer testing and validation to be performed.

SCRIPTING / PROMOTION SERVICES

Working with your administrators, our support staff scripts and promotes your new or newly configured applications between your Cloud QMS development, test/validation and production environments.

This service allows entire applications, or changes to an existing application, to be moved in a controlled manner without you re-keying or rebuilding any configuration.

AUTOMATED BULK FILE EXPORT

Easily export multiple AssurX records and their associated attachments from your Cloud QMS system.



ABOUT ASSURX

With decades of expertise built into our quality management and regulatory compliance software platform, AssurX helps companies maintain quality and compliance, streamline workflow, control risk and better manage any enterprise.

Our incredibly configurable software and deep understanding of users' needs produce a unique system that easily adapts as your business evolves. AssurX is an ideal partner for regulated companies looking for better operational control and efficiency while staying compliant.

To learn more about how AssurX can help with your quality and regulatory compliance management needs, please call 1-888-9-ASSURX.