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# Yardi ASP Hosting Services

## Adding value through hardware and support savings

### WHY ASP?

The Application Service Provider (ASP) model has evolved because it offers significant advantages over traditional approaches to software utilization: low-cost entry, rapid implementation and deployment, elimination of the IT infrastructure needed to operate and maintain applications, elimination of the cost attached to implementing and maintaining site security, economical distribution of applications and upgrades across an entire organization, and economies of scale all make ASP a more cost-effective—and, hence, more desirable—solution than owning, operating, and maintaining an application outright. In fact, according to many industry experts, the future lies with moving away from installed software to hosted, or “on-demand,” products.

Yardi Systems is among the industry leaders shaping this future by developing new products specifically for delivery as services and by hosting many of its legacy products. In brief, the ASP value proposition is that outsourced application delivery is almost always better, faster, and cheaper than the self-hosted alternative.

### YARDI ASP HOSTING: TURNKEY PROPERTY MANAGEMENT

Yardi ASP Hosting offers clients a single, convenient, cost-effective solution for accessing the latest property management technology. Clients benefit from the power and performance of Yardi’s state-of-the-art technology without the burden of having to establish and maintain the IT infrastructure, support services, and security necessary to keep their system operating at peak efficiency. This all-inclusive approach to residential and commercial property management lets Yardi clients focus their energy where it counts—on their business.

Among the key features of Yardi ASP Hosting are:

#### Benefits

- Minimum up-front cost
- Rapid implementation and deployment
- Easy start-up
- 24/7 accessibility from virtually anywhere
- Real-time, centralized processing linking remote sites, so clients get up-to-the-minute reporting for all properties in their portfolio



## Yardi ASP Hosting Services

- Protection against outdated technology
- Expert technical/support staff
- Scalability: add more users/modules as needed
- Lower overall cost to implement and maintain system hardware and software

### Security

- 128-bit encryption over the Internet
- Multiple firewalls
- On-premises security personnel
- Continuous video surveillance
- Screening of all people who enter/exit Yardi ASP data centers

### Redundancy and Uptime

- Nightly backups and off-site transfer of all data
- Battery backups and a fully automatic failover standby generator to ensure uninterrupted performance in the event of a power failure
- Seismically braced server racks
- State-of-the-art fire suppression system
- Weekly server maintenance
- Round-the-clock monitoring of server operation

## YARDI'S GROWTH AS AN ASP

Yardi began offering ASP services in 2000, when it hosted 20 corporate clients. By October 2002, this number had grown to over 200 clients. By December 2003, the number had almost doubled to 400 clients. As of January 2010, Yardi ASP Hosting provides its state-of-the-art services to over 1,700 corporate clients.

## INFRASTRUCTURE

### IT Staff

Crucial to the success of Yardi ASP Hosting is its expert IT staff. Currently, the IT team is composed of 50 highly trained professionals, who, on a rotating basis, provide round-the-clock coverage of Yardi's world-class ASP data centers. On-duty staff members are available 24/7, via Yardi's ASP Hotline, so that clients are never left "to fend for themselves" should they need technical assistance. On-duty IT staff perform application server support, database server maintenance, and general maintenance of the ASP network.

### Hardware and Software

Yardi ASP Hosting uses Dell™ hardware in combination with Cisco PIX® Firewalls, hardware load balancing, Microsoft® IIS (Internet Information Services), Citrix MetaFrame®, the power of Windows® Server 2003, and Microsoft SQL 2005 or Oracle® 10g server databases to provide comprehensive, cost-effective solutions to its clients. In addition, all system hardware and software runs in parallel, providing a high-availability environment that lets clients have round-the-clock access to their data. This redundant system architecture ensures uninterrupted service, so that even in the event of a server failure, clients have transparent access to their data.

*Round-the-clock availability of knowledgeable IT personnel ensures that clients are never without the resources needed to address technical issues.*

*With state-of-the-art hardware and software, continuous upgrades, and expert IT staff, Yardi ASP Hosting provides clients a comprehensive hosting solution.*

All a client needs in order to access the full power of Yardi's industry-leading Voyager™ or Enterprise™ software is an Internet connection and a PC equipped with Microsoft Internet Explorer®. By simplifying access to the latest property management technology, clients with limited IT resources or complex operational needs can benefit from the efficiencies that come with Yardi ASP Hosting.

### Routine Maintenance

Application servers and Web servers are rebooted on a rotating basis to ensure that each server is rebooted at least once every other day. Rebooting the application servers in this manner ensures that at least half of the total servers at a given data center are always online and available while the other servers are rebooting. Database and Yardi Conductor servers are rebooted on a weekly basis.

Yardi ASP Hosting staff monitors service packs and hot fixes from all vendors whose software and hardware are used in the application hosting environment. The procedure for implementing these patches is as follows:

- 1 Validate the patch by implementing it in a test environment.
- 2 Implement the patch in a limited Beta environment (requires approval from Yardi ASP Hosting management).
- 3 Apply the patch, on a rotating basis, to a production environment (requires approval from Yardi ASP Hosting management).

In order to meet service level goals, the Yardi ASP Hosting staff uses specialized tools to track performance-related statistics, including memory utilization, CPU, and disk space. If acceptable parameters for performance (as defined in the Service Level Agreement) are not met, a system alarm notifies the appropriate Yardi ASP Hosting staff members with a wireless alert. As an additional failsafe to ensure high system availability, the Yardi ASP Hosting staff performs a weekly testing routine to validate system accessibility.

*IT staff are automatically notified if system performance falls below defined thresholds.*

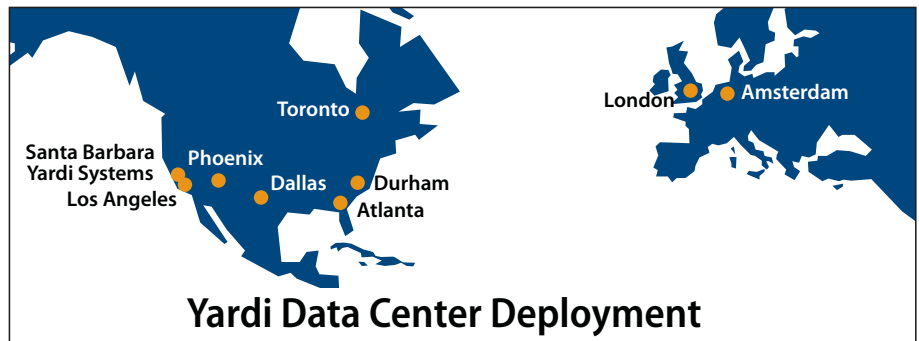
**Service Level Goals**

To ensure the highest system performance possible, Yardi ASP Hosting operates under the following service level benchmarks:

Service	Service Level Agreement	Metric	Goal
Site Availability	Network Availability <ul style="list-style-type: none"> <li>▪ LAN</li> <li>▪ WAN (ISP Access)</li> </ul>	Network Uptime	99.5%
	Operating Systems <ul style="list-style-type: none"> <li>▪ Servers</li> <li>▪ Storage Devices</li> <li>▪ Switches</li> <li>▪ Load Balancers</li> <li>▪ Routers</li> <li>▪ Firewalls</li> </ul>	System Uptime	99.5%
	Application Availability <ul style="list-style-type: none"> <li>▪ Enterprise</li> <li>▪ Voyager</li> </ul>	Application Uptime	99.5%

**Partners**

Yardi ASP Hosting is built on world-class data centers. To achieve full redundancy and minimize risk, Yardi has partnered with carefully selected providers of data center space—such as Savvis and SunGard—to establish multiple sites where Yardi’s expert team of IT professionals host, maintain, and back up client data. Geographically dispersed, these data centers are connected to each other over the Internet using a secure Virtual Private Network (VPN).



*Replication of client data at a dedicated off-site data center ensures that client information will always be available, even if the original data gets corrupted or destroyed.*

The system architecture implemented by Yardi ASP Hosting ensures maximum protection of client information. Data stored at any one of our “active” centers (Los Angeles, CA; Dallas, TX; Atlanta, GA; Durham, NC; Toronto, CN; London, UK; and Amsterdam, NL) is automatically replicated at a dedicated “standby” data center (Phoenix, AZ, in the U.S. and London, UK, in Europe) upon initial setup. Accordingly, any addition or removal of designated users at any active data center is replicated at the standby data center. Thus, should data at one of the active sites get corrupted or destroyed, it can be readily restored by transferring a copy from the standby site over the network.

## SECURITY

Yardi ASP Hosting provides the highest level of security for its clients. Site security at data centers includes on-premises security personnel, continuous video surveillance, screening of all people entering or exiting the premises, seismically braced server racks, state-of-the-art fire suppression systems, and round-the-clock monitoring of server operations. In addition, Yardi employs third-party security experts to perform yearly penetration testing of the system.

Stringent security has been implemented around a six-layer model:

**Layer 1:** Multiple Firewalls – controls the type of information that is transmitted and received by data center servers.

**Layer 2:** Secure Socket Layer (SSL) – uses 128-bit encryption to protect data any time it is sent over the Internet.

**Layer 3:** Active Directory Security – ensures that clients have access only to their specific applications. Folder access is based on company-defined permissions.

**Layer 4:** Database Authentication and Database Name Encryption – any attempt to log on to the database server is authenticated before it is allowed. In addition, every database name is encrypted to ensure client anonymity.

**Layer 5:** User-Defined, Machine-Specific Access – a designated user can authorize who can access program features and reports, as well as define the length of “idle” timeouts, from within the program. The user can also specify which machines/PCs can access the program.

**Layer 6:** User-Defined Password Expiration – an authorized user can control how often system passwords must be changed to conform to internal protocol.

## SARBANES-OXLEY

For those clients who require tighter controls, Yardi has implemented multiple processes to ensure the integrity of client data. Many of these processes aid clients in fulfilling the stated objectives of the Sarbanes-Oxley Act, “to, among other purposes, protect investors by improving the accuracy and reliability of corporate disclosures made pursuant to the securities laws.”

Every Yardi ASP data center has, at a minimum, the following controls in place to provide site security:

- On-premises security personnel
- Continuous video surveillance
- Screening of all people entering/exiting the premises

Additional internal Yardi controls available to Sarbanes-Oxley-obligated clients include:

- Written client approval required to implement any change to the client production environment
- Stringent controls governing user access to client data
- Monitoring and reporting on client custom files
- Segregation of Yardi ASP Hosting personnel job functions to ensure data integrity
- Yearly SAS 70 Type II Service Auditor’s Report
- Co-location of client data at a SAS 70 Type II-audited facility

An additional fee may apply for certain levels of data protection.

## Yardi ASP Hosting Services

*Video surveillance, biometric screening, penetration testing, and multiple security layers ensure that clients have the highest level of protection for their business-critical data.*

*Yardi ASP Hosting includes multiple controls that comply with the stated objectives of the Sarbanes-Oxley Act.*

*Multiple levels of redundancy—including hard drives, servers, and network “clusters”—ensure the safety of client data by removing any potential single point of failure.*

## REDUNDANCY

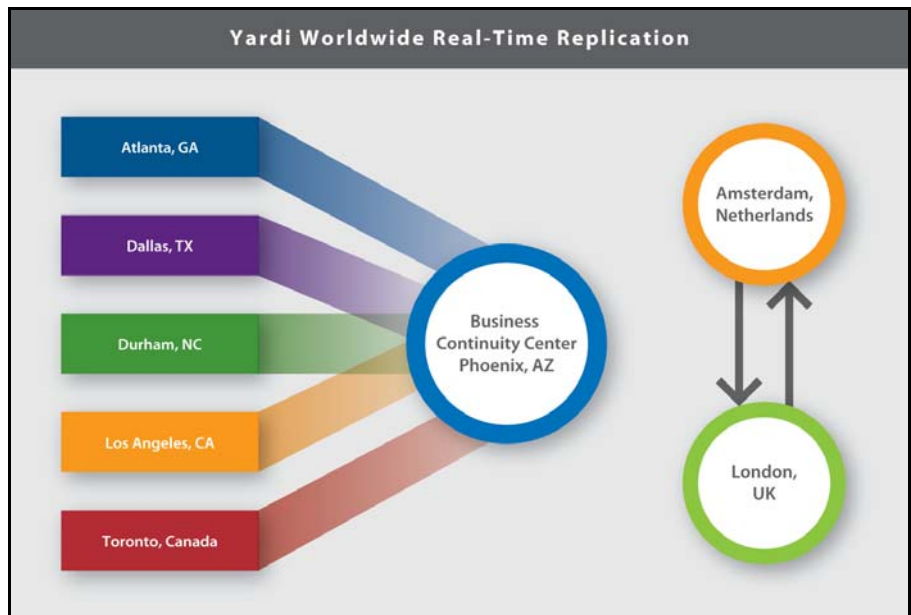
### System Backups

Yardi ASP Hosting is designed around a system architecture that includes multiple levels of redundancy to ensure maximum protection of client data. Client programs and linked files are stored on RAID disk arrays. Every hosted client database is replicated on a separate hard drive, which, in turn, is replicated on a server. Within each data center, there are multiple independent network “clusters” that provide another level of redundancy by removing any potential single point of failure. In addition, all client databases and their log files (transaction logs) are copied to a separate backup server. Log files are backed up at 30-minute intervals, so that database transactions can be readily recovered to a specific point in time if the original log files are unavailable.

Furthermore, all client data is backed up nightly to a secure, on-site FTP server that is accessible to a designated user for each client. As an added precaution, Yardi strongly recommends that clients regularly download and archive their database backups from this client-accessible server. Nightly backups of client data are stored on the FTP server for two weeks, after which they are deleted to make room for new backups. If necessary, clients may purchase longer periods of storage on the server.

### Business Continuity Plan: Yardi-Hosted

Every “live” SQL or Oracle database is replicated in real time to a standby server in the Phoenix data center. Standby servers are designated as “recovery servers” and are used only for that purpose, as in the case of a catastrophic failure affecting an entire data center. Using a secure VPN connection to access the Internet, all database transactions and client user-default paths are transferred in real time to these servers.



Yardi initiates recovery after access to the client’s hosted site has been unavailable for 24 hours. Yardi will have each client’s database restored within five business days and will notify each client as their database becomes available. For an additional service fee, these recovery periods can be adjusted to meet specific client needs.

### Business Continuity Plan: Self-Hosted

Self-hosted clients can also benefit from Yardi ASP Hosting's Business Continuity Plan. For a separate fee, self-hosted clients can receive the same protection for their data as Yardi-hosted clients. The self-hosted version of the plan offers clients the following benefits:

- Clients can determine how often they want to send data to Yardi to be backed up—real time, daily, weekly, or on-demand (for example, in the event of a disaster).
- Clients can remotely test their data at a Yardi data center.
- Yardi will work with clients to maintain up-to-date mirrored application installs.

### Site and Network Redundancy

Each data center is equipped with backup generators to ensure an uninterrupted power supply (UPS) for the site in the event of a catastrophic power failure. Similarly, every data center has redundant heating, ventilation, and air conditioning (HVAC) to ensure that the controlled server environment essential for optimal system performance is not compromised by hardware failure. In addition, Yardi ASP Hosting uses multiple ISPs for each of its data centers to ensure uninterrupted Internet access in the event that any single provider's network becomes compromised.

Collectively, these precautionary measures equate to uninterrupted business continuity for Yardi ASP Hosted clients, enabling them to focus their energy where it counts—on maximizing the productivity and profitability of their business.

## SCALABILITY

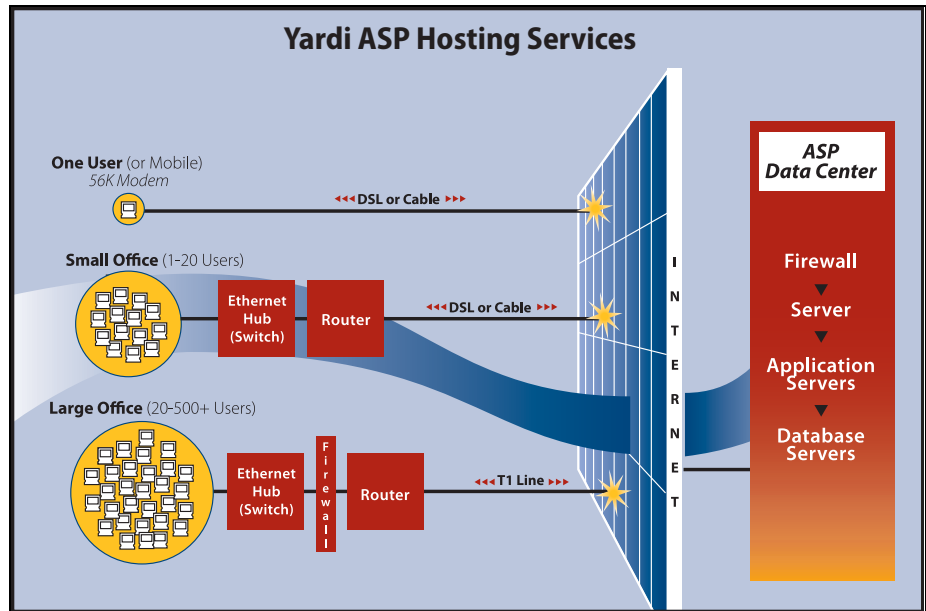
### Growing with the Client

One of the key benefits of Yardi ASP Hosting is the ease with which it allows clients to increase their processing capacity as their business grows. Yardi's data centers maintain excess capacity at all times, so new users/modules can be added quickly as demands increase. No matter how rapidly our clients grow, there are always enough servers on the Yardi ASP Hosting network to readily meet their needs. Conversely, should clients ever have to scale back their operations, they can do so without having to suffer the loss of investments made in unused software and hardware.

### Yardi ASP Hosting Services

*Use of backup generators, redundant HVAC, and multiple ISPs ensure that site and network operation are never compromised.*

*Clients can readily increase processing capacity as their business grows, without having to purchase, install, and maintain additional hardware and software.*



*With its centralized database and real-time processing, Yardi ASP Hosting is the ideal solution for a mobile or distributed workforce.*

## CENTRALIZED PROCESSING

Another major benefit of Yardi ASP Hosting is its centralized database and real-time processing. The seamless integration of client database information with Yardi's state-of-the-art property management and financial reporting applications provides the ideal solution for a mobile/distributed workforce. Remote sites can be linked and provided with up-to-the-minute reporting and real-time transaction posting for an entire portfolio. In effect, Yardi ASP Hosting lets clients run their business as if all their offices were under one roof, resulting in increased efficiency and profitability.

## CLIENT REQUIREMENTS

Following are the minimum recommended hardware specifications for hosted clients, as of March 2010:

- Operating System – Microsoft Windows with Internet Explorer 6.0 through 8.0
- Processor – Intel® Core®, Intel® Pentium®, AMD®, or compatible, 500 MHz or greater and 512 MB RAM
- Available Hard Drive Space – 5 GB of disk space
- Network – Connection to Internet, 100 Kbps/user



For the latest hardware-specification recommendations, see Yardi Client Central (<https://support.yardi.com/systemrequirements.asp>).

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