



Hosting Service Providers are not all Created Equal

Choosing a service provider is similar to choosing a brain surgeon. Your service provider will be responsible for the health of your business management software which provides information to run your business (a.k.a. the brain of your business). Before comparing features of the service provider ask yourself the questions:

- Does the service provider understand my software?
- Is hosting business management software their **core competency**?
- Is my price fully inclusive?
- Does the service provider have a comprehensive Service Level Agreement?
- Does the service provider use an accelerator such as XEN App or Netscaler to improve performance?

I-BN is the **one stop service** provider that understands the hardware and software, wide area networking and virtualization, and has been providing the highest quality hosting service since 1999!

	I-Business Network	"VAR Competitors"	"Mega Hosters Competitors"
Technical Infrastructure			
Is hosting your core business	YES! Since 1999	No - Most are VARs using data center staff	Yes - Servers and web sites
Is your Data Center world class and used to host applications?	YES! QTS - #1 in Country	Some in house some at generic web hosters	Yes
Do you use Citrix or Terminal Services?	Citrix - more secure and faster!	Terminal Services	Whatever you put in their data center
Is your hardware platform virtual?	YES! Virtual provides more scalability and redundancy	Most are physical and size is contractual.	Yes - The top tier providers offer virtual servers.
Are you responsible for maintaining the hardware and software?	YES! I-BN owns all the hardware and is certified in the software.	Most outsource hardware to the data center who do not understand the software.	No - Hardware only
Is my price inclusive of additional server capacity as we grow?	YES! Scaled as you grow and included in user fees.	Most are contractual and must either resign new lease or pay for upgrade.	No - A la carte services offered, so you must specify what you need
Software Licenses			
Are my ERP licenses included in the fee?	YES! All licenses are included as specified by user type.	Most require you to purchase or lease licenses up front.	No
What about other licenses? Are they included too?	YES! All licenses are included.	Only as specified in contract. Many do not include SQL or Office required for full use of application.	Only as specified in contract. Many do not include SQL or Office required for full use of application.
Is software maintenance included?	YES! I-BN has SPLA and CSP agreements with Microsoft and Citrix and includes application maintenance in its monthly payment option so all software can be upgraded at no additional cost.	Not usually. Without subscription advantage customers can not upgrade licenses automatically but must pay application maintenance annually and must purchase Microsoft license upgrades to be legal.	Not usually. Without subscription advantage customers can not upgrade licenses automatically but must pay application maintenance annually and must purchase Microsoft license upgrades to be legal.