



Delivery Models

Our Sierra Gold VTS solution is available in both On-Premise and On-Demand configurations, with **no difference in functionality** between the two delivery models. Built upon leading edge architecture that powers the performance and usability you demand, both provide the same accurate information when and where it is needed, in a useful and flexible format, simplifying call accounting and tracking and keeping costs to a minimum.

On-Premise

Sierra Gold On-Premise is an on-site solution ideal if you have an established infrastructure and you're ready to support network management and data processing. The system is located on your premises and is maintained by your personnel, allowing your staff to **retain complete control of the telecommunications operation.**

We believe that a Sierra Gold solution should be a tool, not a distraction, so our On-Premise solutions come with installation, training, and one year of services that include software updates and upgrades, telephone support, and off-site backups.

On-Demand

SAI pioneered the delivery of usage management systems as a service with the introduction of Sierra Gold VTS in 1995. Sierra Gold On-Demand continues to capitalize on the administrative and financial advantages of the Software-as-a-Service (SaaS) delivery model. We invest in the technology, hardware, and ongoing support services instead of you so that you can **focus your valuable internal resources on more mission-critical tasks.**

Our redundant data center (multiple backbone connectivity, data storage, uninterruptible power supplies, etc.) ensures software availability. We manage data backups, monitor system security, and apply application updates as they become available.

True Business Continuity Solution

Should a disaster or power outage occur, our service will continue without interruption or data loss. Our Service Center is equipped with built-in reliability:

- RAID Level-Five redundant disc storage
- All critical systems supported by Uninterruptible Power Supply (UPS) units and backup generators
- Nightly data backups
- Off-site storage of data backups
- Documented and tested disaster recovery program
- Off-site polling, archiving, and reporting capabilities that we can place into service within 24 hours of a disaster

On-Demand vs. On-Premise Comparison Table

	Advantage	Explanation
On-Demand	Reduced capital expenditures	<ul style="list-style-type: none"> • Smaller up-front investment • No need to purchase servers or expensive software licenses
	Rapid, low-risk deployment	<ul style="list-style-type: none"> • All you need is a Web browser • Virtually no risk of the software not functioning in your technical environment • No significant risk of software interfering with the function of any other systems
	Very low customer maintenance	<ul style="list-style-type: none"> • We administer the hardware and software • We continuously monitor and upgrade the platform • You will never have to test and deploy new releases • We are accountable for system performance, security, and stability
	Shorter time to productivity	<ul style="list-style-type: none"> • Deployments are typically pre-configured and pre-installed by our experienced staff • Relatively speedy compared to on-site deployments that can be a drag on companies
	Accessibility from any location Support for mobile users	<ul style="list-style-type: none"> • Application can be accessed from any Internet-wired location: office, home, or a hotel room in another time zone • Access and functionality are identical to On-Premise solution
	Continuous feature delivery/ seamless upgrades	<ul style="list-style-type: none"> • New releases and software upgrades are installed automatically • Software is always current

On-Premise	Fits business culture of companies with on-site technical skill	Ideal for companies with an established infrastructure set up and ready to support network management and data processing
	Data accessibility and ownership	Owning the hardware and supporting systems provides you with absolute control over your critical business data
	Data availability/ offline capability	No remote connectivity issues
	In-house customization	You may want in-house customizations that might not be possible with a hosted solution

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