

# PPS Online ...

## ... broaden your horizons

### PPS Online

PPS Online is a full copy of PPS (exactly as you would use in your clinic), the difference being your software and database is hosted on the Internet in a secure "data centre". This gives you instant secure access to PPS from anywhere!

### Is it safe and secure?

Very often people are uncomfortable with the fact their data will no longer reside on-site. This is a valid concern, since in your clinic or office you know who is there and who has physical access to your data. You can back up your data at anytime and take it home. Obviously there is a sense of security with this, and at first glance, it appears as if you're giving this up.

However, the sense of security most people feel when data is housed on-site is based more on their *perception* than on the reality.

### So what is the reality?

The reality is: Do you really know who walks around in your office? Are you 100% positive that your backups will be there when they're needed? Can you be sure someone won't damage your data either by accident or with intent? Could some hacker breach the office connection or your server? –Would you even be aware if there was an attempt to access your data?

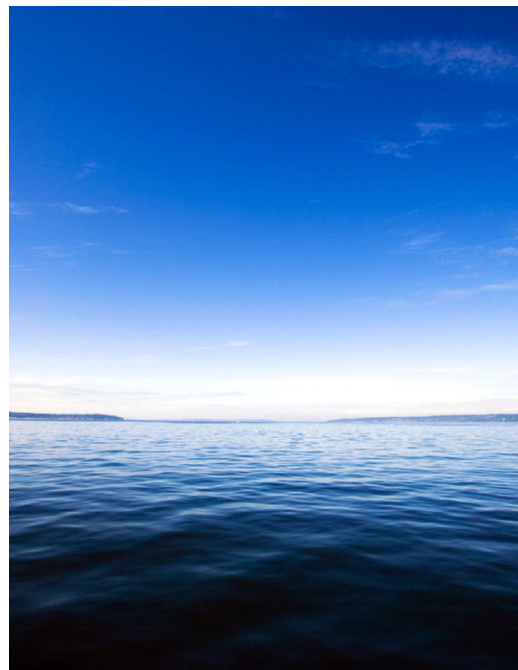
Protecting your data is obviously a very serious business and a number of issues need to be considered, including;

- Exposure to Viruses
- Possible hard drive Failures
- The threat of Intruders
- The need for Privacy
- The levels of Accessibility, etc.

It is easy to think that your data is at its safest in the palm of your hand, but this is simply not true. Data is similar to other valuables, and most times it makes more sense to let the experts provide the security. That is what the professionals get paid to do, but more importantly, they will be far better than you at providing that security.

### Where is the reassurance?

PPS Online keeps your data safe and secure, being equipped with the latest security and backup technology to do it. Hundreds of companies – and in turn, thousands of users – store data in private client storage areas within a secure data centre. These companies do so knowing full well that their data will always remain private, secure, and virus free. PPS Online is similar to a bank; it will maintain the strictest privacy at all times to protect your data. Security must always be foremost, and in the digital age it is vital. With our commitment and security capabilities you can be confident your digital assets are safe and sound with us.



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PPS Online, or our  
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0845 0680 777  
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### What about the speed?

One of the first questions we are asked is whether PPS Online is slower as it is running over the Internet and not running locally. The answer to this question is an emphatic "No!" On a normal computer, when you double-click an icon on your desktop the application is open and ready to use within 3 to 5 seconds. With PPS Online, you first connect and log in to our data centre. This process is easy and takes approximately 5 to 10 seconds. Next you simply log in to PPS as normal, and from this point PPS is exactly the same as running from your own desktop.

## What if my Internet connection goes down?

As a PPS Online user your Internet connection is your only responsibility, and as such *your only point of failure*. There is simply no real way around the fact that if you don't have Internet access, you won't be able to run PPS and access your data. The Internet is the conduit to your data and must be available; however, internet connection failure is a simple problem to overcome: Put in place a backup connection to the Internet.

In today's work environment most clients access the Internet via an ADSL connection to their office or home and of course, there is dial-up. Most offices today already have these data lines installed and are quite familiar with how reliable they are.

Though most people experience very positive results, with lines only going down very infrequently (and for very short periods of time), occasionally people have poor results where the line will go down regularly and it makes sense to switch providers or carriers. If you are looking for an alternative broadband supplier we do supply ADSL broadband ourselves so please do talk to us about this. The truth is that these days, most internet connections are cost effective and reliable, however every business should still have a backup connection to the Internet, like keeping a spare tyre in your car! Even clients who have not had an issue with their line for 12 to 18 months are wise to at least have access to a dial-up internet connection or 3G USB stick in case of an emergency. It is a valuable safety feature and could prove vital at some point in the future.

All of our clients who express this concern at first, once informed of the facts, quickly see that the advantages that PPS Online offer far exceed any potential disadvantages.

Some clinics even have a local copy of PPS which automatically synchronises with PPS Online so that even if the internet goes down for a longer period of time they still have an off-line copy of PPS to use until the internet connection is available again.

## The small print

### PPS Online - Statement of confidentiality

Extreme measures are taken to ensure that only authorised users are able access your data stored on our server. As a provider of hosted confidential data we are acutely aware of the privacy and security issues that customers are concerned about. Our equipment is hosted in secure data centres, with biometric and swipe card access control, closed circuit TV monitoring and other security measures. We use strong passwords for online management portals and only allow access to systems to authorised persons within our organisation. All suppliers, staff and contractors are fully briefed on the expectations that you as the customer has in these areas and anyone with access to your data will do so under a signed confidentiality agreement. This agreement complies with government recommendations and regulations.

### PPS Online – Data Protection

All data is only accessible by you (and us as part of your support provision). Data centre staff have no means of accessing your data on the server. In the event of hard disk failure where the disk is replaced, the old disk is placed in quarantine for a period of time after which all data is scrubbed and the drive sent to a specialist disposal company.

### PPS Online – Service Levels

The provider aims to deliver the highest possible levels of up-time which is 99.9%. This does not include hardware failure or scheduled maintenance which is normally conducted outside of working hours.

