HOSTING

You have options

We offer a variety of options for hosting Helm CONNECT. Many customers choose our multi-tenant hosting solution, included free with every subscription to Helm CONNECT. For companies whose data must be hosted separately, we offer a range of private stack options to suit their needs and requirements. We also support on-premise deployments for companies with their own IT and hosting resources.

What do you need?

I want Helm Operations to handle everything.

We recommend **multi-tenant hosting.**

This is the classic "software-as-a- service" model. Your data is securely hosted on shared servers in the Amazon Web Service (AWS) and accessed via the internet. We let you know when software updates are coming. We apply updates and new releases to all customers at the same time.
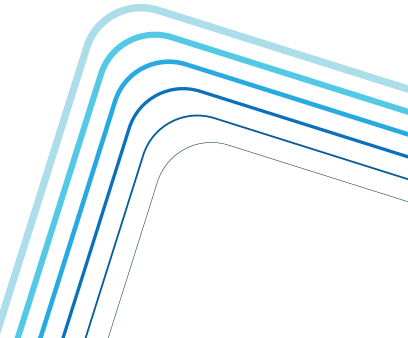
This is the best option for **smaller companies** that want to save on hosting and IT costs.

I want Helm Operations to handle everything, but our data must be hosted separately.

We recommend **single-tenant hosting**.

Your data is hosted on in a separate server within AWS and accessed via the internet. Depending on the option you select, you can preview and schedule releases and updates, and/or run queries on the Helm CONNECT database.

This is the best option for **mid- to large-sized companies** that need separate data storage and/or want more control over releases.

Understanding your hosting options

Choose the hosting option that meets your needs in terms of:

> The database and server (shared or dedicated)

> Access to a test environment for release and update previewing

> Access to Helm CONNECT for queries

> Monthly cost

	Multi-Tenant Hosting	Single-Tenant Hosting		
		BASIC	PROFESSIONAL	ENTERPRISE
Hosting service	AWS	AWS	AWS	AWS
Web server	Shared	Dedicated	Dedicated	Dedicated
Database	Shared	Dedicated	Dedicated	Dedicated
Database server	Shared	Shared	Shared	Dedicated
AWS instance	Shared	Shared	Shared	Dedicated
Sandbox access[1]	No	No	Yes	Yes
Test environment[2]	No	No	No	Yes
Custom MSA / SLA	No	Yes	Yes	Yes

Definitions

1. **Sandbox access:** You can test scenarios, experiment with use cases and/or conduct user training in a copy of the current release, before entering data in your Production environment.

2. **Test environment:** We replicate your Production data to create a permanent Test environment used for previewing releases and updates.

3. **Release preview:** You can view and test updates and releases in your Test environment within a preview window before they are applied to your Production environment.

4. **Release scheduling:** You can schedule dates for updates and releases within the release preview window.

Helm CONNECT

Our hosting infrastructure on Amazon Web Service

Multi-Tenant Hosting

Private Stack Hosting

BASIC   PROFESSIONAL   ENTERPRISE

Shared web server

Dedicated web server

Dedicated web server → Test

Dedicated web server → Test

Shared database

Dedicated database

Dedicated database — Test

Dedicated database — Test

Shared Relational Database Service (RDS)

Dedicated RDS

Shared AWS instance

Dedicated AWS instance

3359