

Managed Services Overview

Following are included in MultiFlex RMS “Managed Services” including

- **Data back-ups**
- **Software support**
- **Maintenance services**
- **Database synchronization**

In order to reduce the operating expenses and technical complications for our customers, we provide the following set of “managed services” using our resources controlled and monitored by MicroHouse Systems Inc. including security & reliability concerns.

Following hardware, software, manpower resources & services are provided by Microhouse Systems Inc. & are included in our “managed services”:

1. Synchronization Server computers with sufficient Raid resources to meet the database synchronization needs, to also provide real-time database back up within the synchronization server system.
2. Dedicated Internet lines, firewall & protection against Internet attacks and monitoring of such.
3. Provide external database back up system, in addition to above Raid system.
4. UPS back up system for uninterrupted power back up.
5. MS SQL servers to accommodate the growing needs.
6. Monitoring of the data traffic on the server side and notifying the customer if any location misses the synchronize process. “Synchronization Servers” will send such notifications as soon as an issue is detected. Immediate attention and reaction is required from the receiving parties accordingly.
7. Program maintenance/upgrades for all stores & Head-Offices and for both the main software system & the database synchronization system.
8. Software support to the end-user.
9. At customers’ request, stoppage of such services only temporarily (only for a short period) to stop flow of data from one or certain locations, usually due to temporary store closures for renovation, etc.
10. Closing a store & opening the same store at a new location and using the same database at the new location.

11. Microhouse will further extend program capabilities for database purging within the RMS system, such that the IT administrators at the Head-office of each company can purge most of their data if they so require. The extent to which such automated data purging could be allowed is at the discretion of MicroHouse Systems Inc.
12. Data security: Your data from all your stores will get synchronized & latest updates are propagated at all stores & head-office.

Our dedicated high performance servers are managed by our trusted staff & all our technical staff who are authorized to support you are contracted to uphold all securities of all data with the outmost confidentiality required & in no way any of our staff will ever attempt to see your data or analyze your data or share this information with any third party under any circumstances.

- a. All above data are secure with us including back up of the databases & we regularly check our log-files that records all access by any member for support purposes.
- b. All processes for database synchronization & back up are automated & monitored by us and electronic log-files are maintained for our internal audit purposes. In no way any access to data can be given to any internal resources, unless support requires such access. Access to database back up is only available to our support staff & only for restoring data on customer's systems, if such data are lost due to your systems failure at any store.

Data purging services are available at extra charge if & when required. For example, if you close a store for long time & need to remove all related data.

About Microhouse & the MultiFlex RMS Programs:

Microhouse Systems Inc creates, installs and supports Retail Management Systems for retailers in Fashion & Accessories, Media-Books/Music, General Merchandise and Health/Nutrition Stores.

Retail Business Owners on 4 continents view us as their trusted source for Retail Management Systems. Whether you're a single store owner or a multi-store retailer ... the MultiFlex RMS System™ is a trusted option.

We've installed and currently supporting more than 2,545 RMS Systems in North America, UK, Asia, Australia, New Zealand ... guaranteeing you a system that ACTUALLY works, because its tested and proven.

www.MultiFlexRMS.com

1-888-491-8888