



USERS CONFERENCE 2017



VPL in the Cloud

Presented By: Phill Addorisio
and Aaron Laird





VPL in the Cloud

Agenda

- what is VPL in the Cloud?
- when will this be available?
- why a cloud based release?
- what does it mean for Maves and our clients
- answer questions it may raise



In this session we're going to talk about MAVES VPL in the Cloud.

We're going to briefly explain what this is, what it means for you our customers, what it means for Maves, and try to answer some other questions you might have about this.

We have our own set of questions we think you may have about it, but if you have any questions we have not addressed we hope we'll hear from you either during this session or at any time later.



VPL in the Cloud

What is MAVES VPL in the Cloud?

- MAVES is no longer hosted on your hardware and on your premises
- this is “Software as a Service” or “SaaS”
- our clients will purchase the use operating companies and user licenses
- connect and log in – users see Maves the same way they do today

Let’s begin with “what is MAVES VPL in the Cloud?”

This is a MAVES offering where the MAVES system is no longer hosted on your hardware or on your premises. Rather it is hosted in a shared hosting environment. For those familiar with the term "Software as a Service" or “SaaS” for short or the term "Cloud based" offerings you may already have some idea of what this means.

The service will provide each client with a single company within which to perform their operations. Of course there may be clients that need to have more than 1 company to run their business, so clients will be able to purchase the use of more than 1 company if needed.

In addition clients will need to acquire user licenses to provide access for the number of concurrent users they require – this is the same as it is today.

Once you are setup, you simply connect to the hosted Maves service and log in. You then use Maves as you would today.



VPL in the Cloud

What is MAVES VPL in the Cloud?

- Amazon's IaaS – Infrastructure as a Service
- global infrastructure serves over a million active customers in over 190 countries
- has 5X the utilized capacity of its next nearest 14 competitors combined
- includes Microsoft, IBM, HP, Google

We are using Amazon's infrastructure services to handle the hosting.

Some may be asking yourself "Amazon? Really?" For those who only know Amazon as an online store, Amazon also offers infrastructure services known as Amazon Web Services – or AWS.

AWS has a global infrastructure that provides services to businesses around the globe, and they lead all competitors in the IaaS field by a wide margin. These competitors include a number of very big, major technology industry players.



VPL in the Cloud

When will this be available?

- began testing last year with Amazon Elastic Computing hosting service
- initially planned for later this year but now tentative availability may be early summer
- initial focus on a target group of existing Maves clients

Earlier today I mentioned that providing a hosted Maves VPL solution is something we have been discussing internally for some time.

When we started to work on this we had tentatively planned for it to be available later this year.

We started testing using Amazon's Elastic Computing hosting service. And testing has gone well. We still have a number details to sort out, but with the results of testing being so good, we may be ready earlier in the second half of this year

with an initial focus on a target group of existing Maves clients.



VPL in the Cloud

Why is Maves creating a cloud based release?

- for smaller clients TCO is more economical with SaaS model vs “on premise” solution
- typically this is 10-15 users and below, but factors may influence the cut-off for some
- not only for smaller clients – the SaaS model has been growing and continues to grow

Why is Maves creating a cloud based release?

For smaller clients it makes much more economic sense to acquire the use of the software using the SaaS model rather than having an “on premise” solution. The target group of existing Maves clients I was referring to earlier is just that. Smaller Maves clients where this is the most economic approach for both Maves and the client.

The economics of purchasing and managing server infrastructure, and then for the ongoing maintenance and upgrades necessary to remain current with your hardware, your operating system software, and the Maves software is difficult for organizations with 15 or fewer users, and even more so for organizations that are 10 and under. These overhead costs when spread over a small user base results in significant costs per user and can be prohibitive. This offering will change the economics making it more accessible for these organizations.

But is Maves doing this just for smaller clients? While that was certainly a significant impetus, it was not the only reason. Beyond the smaller clients, we believe this is going to be an important area for the future. This is a model that has already gained significant presence in various industries and is growing in use more and more in the logistics industry as well. There is little doubt that this segment will continue to grow.



VPL in the Cloud

Why is Maves creating a cloud based release?

- some clients doing this today using a 3rd party hosting solution
- Maves VPL in the Cloud will be another option
- Maves will manage the hosting through the hosting organization

In fact some of our clients are already doing something similar. Some of our clients are using a 3rd party hosting organization to handle the hosting and all of the related infrastructure.

This provides a similar result to going with the SaaS model, but using two vendors to achieve it. Clients will continue to pursue this approach, but the Maves VPL in the Cloud offering provides another option where Maves will handle the hosting and you only have 1 vendor to deal with.

Earlier it was mentioned that we have been testing Maves in the cloud using Amazon hosting services. So when we say 1 vendor, behind the scenes there will in fact be another organization handling the hosting. This will be transparent to our clients. Maves will manage the hosting through the hosting organization. For example, if we have a dozen small clients, Maves will consolidate these onto a single Amazon VM (or EC2 instance as they call them).

Thus we manage the infrastructure and use our position to consolidate operations to make it more cost effective. We also gain significant advantage using a service such as Amazon to provide redundancy and scalable performance.



VPL in the Cloud

What does it mean for Maves' clients?

- major differences for clients:
 - don't buy, install, maintain, or otherwise worry about a server
 - all server related backroom work and infrastructure is handled for you
 - server hardware, operating system and related operating system level software

So how is a cloud version different for me?

There are a number of differences. I'm going to try and touch on the major differences.

The first big difference is you don't buy, install, maintain, or otherwise worry about a server. So all of the server related backroom work goes away, or rather it is handled for you. This includes all of the infrastructure related to the server. For example:

- the server hardware
- the operating system and related operating system level software



VPL in the Cloud

What does it mean for Maves' clients?

- more differences:
 - security (on the server side only)
 - backup hardware and execution of backups
- you still need to address your local network and all devices on your local network, eg
 - desktops/laptops, printers, RF devices, etc

So how is a cloud version different for me?

Other differences.

- security ie firewalls - but only on the server side ... you still need to address security on your own internal network
- backup hardware and execution of backups

however local network, desktops, and printers that are still your responsibility?????



VPL in the Cloud

What does it mean for Maves' clients?

- other important differences for clients:
 - business continuity or DR plans
 - high availability is very costly, even impractical on your own
 - redundant clean power
 - redundant ultra high speed internet
 - redundant servers

For those who have tackled business continuity or disaster recovery plans in their own organizations and are familiar with what is involved, you may recognize that this will address a lot of the technology related components of your business continuity or disaster recovery plans.

Of course, business continuity or disaster recovery can be pretty broad so this won't cover everything. But as I said it does allow you to check quite a number of your boxes related to technology.

As examples, some things that this provides which would be extremely costly and possibly even impractical on your own include:

- redundant clean power
- redundant ultra high speed internet backbone connections
- redundant servers
- minimal downtime (even Amazon isn't perfect)



VPL in the Cloud

What does it mean for Maves' clients?

- focus on your core business not devote energy to peripheral activity

I believe the bottom line and the reason this model appeals to some, is that it allows you to focus on your core business and not devote important resources to peripheral activity such as having to be concerned about operating and maintaining a server and all of the things that entails.



VPL in the Cloud

What does it mean for Maves' clients?

- more important differences for clients:
 - no fixed upgrades required
 - regular releases of new features
 - users are always on the current release with regular access to new functionality

Another area where there are major differences is related to upgrades – no upgrades are ever required - at least not as you know them today.

Maves will follow a regular release strategy where updates are made regularly. We're still making some decisions around this, but this will likely be done quarterly.

Some of the benefits of this ...

- this means users will always be on the current release
- you will have regular access to new functionality

What does it mean for Maves' clients?

- more important differences for clients:
 - upgrades are included in the service fee – net costs lesser than traditional upgrade
 - disruption of upgrades are eliminated

- it means there are no one-time upgrade costs
 - they are included in the service fee, and the net costs will be lesser than the traditional upgrade provided on a client by client basis
- it eliminates the disruption involved in the upgrade and reduces the costs involved

*** disruption due to mechanics of the upgrade process is eliminated *** there may still be some activity required on the business side where new functionality is being implemented – this would not be disimilar to today where you enable functionality that you were previously not taking advantage of ****

More questions?

Q. If you keep updating the software on your schedule, won't that be disruptive to me? Will I have to deal with these new features when you decide to introduce them?

A. No, because you will enable them when you are ready

Q. If you keep updating the software on your schedule, won't that be disruptive to me? Will I have to deal with these new features when you decide to introduce them?

A. No, this should not create disruptions. We plan to do everything we can to make sure it is not disruptive. When new features are deployed they will generally require you to enable them. As much as possible (and hopefully that is always or very near that) the default settings will be set such that the behaviour doesn't change until you want it to. This way you can decide and manage within your organization when changes will be incorporated, if at all.

B. At times there may be significant changes that will require a different approach to make a transition smoother.



VPL in the Cloud

More questions?

Q. How will this affect support and my requests for assistance?

A. Process-wise, support will be handled the same way as we do for self-hosted clients. However, we believe it should result in improved support due to the single system that we have more control over.

Q. How will this affect support and my submission of support tickets and need for assistance.

A. Support will be handled the same way as it is now - at least as far as how you will submit tickets and request assistance. However we believe it should result in improved support as a result of there being a single system with consistent and up-to-date software.



VPL in the Cloud

More questions?

Q. How will I get data extracts or feeds for my financial system?

A. Today users can get some reports as csv and can get data into Excel from Highviews. This will continue to be available. In addition we will have a mechanism for financial system extracts. These are some of the (important) details we are still working on.

Q. How will I get data extracts or feed my financial system?

A. Today users have access to reports as csv and can get data into Excel from Highviews. This will continue to be available. In addition we will provide a mechanism for data access for use with some 3rd party systems, for example a common one is financial system extracts.



VPL in the Cloud

More questions?

Q. Is there anything we need to consider on how to implement new features into our operations?

A. In general, continue to follow best practices that you would use today. For example, test new processes, try out new features in a test setting to fully understand the implications of a change.

Q. Is there anything we need to consider on how to implement new features into our operations?

A. In general, most things that would be considered best practices today will still be true. For instance, when you enable new features that may have a significant impact on your business you should still take the same precautions as you would today. That means testing new processes, trying out new features in a test setting to see and fully understand the impact and implications of a change. While we still have to work out the mechanics, it is our intent to provide a test environment for this sort of activity.



VPL in the Cloud

More questions?

Q. Will this be a good solution for my organization?

A. The SaaS model is preferred by some and not others for various business reasons that only you can decide. However there are circumstances that you need to consider.

Q. Will this be a good solution for my organization?

A. The SaaS model is preferred by some and not others for various business reasons that only you can decide. This is true for organizations of all sizes. However there are circumstances that you need to consider in your decision. Network speed availability in your area. Operational requirements (eg. SDR scanning performance).



VPL in the Cloud

Q & A



That's all of the pre-canned questions we had. Any questions out there that we didn't cover?

If you come up with any other questions during the conference don't hesitate to approach myself or Aaron – or contact us later.