



The LBI HR HelpDesk

Deployment Options for the Enterprise Version

LBi HR HelpDesk Deployment Choices – Further Proof of Our Client Focus

LBi offers a menu of options as part of our commitment to meet your unique enterprise business needs, security requirements, and performance requirements.

Your LBi HR HelpDesk solution can be fully hosted and managed through LBi or deployed on-premise, launched on your servers and maintained by your IT personnel.

Hosting with LBi Software

From cloud hosting to fully redundant, dedicated-server environments, LBi has an option that will meet and exceed your hosting expectations, often at a lower cost than on-premise deployments.

- **LBi in partnership with RackSpace**
 - » RackSpace is ranked No. 1 (top-right position) on the Gartner Group 2012 Magic Quadrant for hosting providers
 - » Hosting facilities across the United States, in the United Kingdom and in Asia
 - » SAS 70 Type II and SSAE16 certified
 - » ISO 27001 certified
 - » Supports HIPAA, SOX, and European Safe Harbor policies

- **Hosting In the cloud or on a dedicated server**
 - » Cloud hosting
 - Lower cost and a shared physical-server environment
 - LBi HR HelpDesk is implemented as a single tenant solution
 - Hosted with a dedicated database and application-server environment
 - Secure, scalable and highly stable performance
 - » Dedicated server hosting
 - “Shared nothing” environment
 - Your LBi HR HelpDesk is maintained on a server or servers 100 percent dedicated to your system
 - Affords the highest level of security and protection
 - For redundancy, available with optional off-site/off-grid system failover support

- **Premium support**
 - » 24/7/365 infrastructure monitoring, phone support and maintenance
 - » 99.99 percent guaranteed uptime
 - » 1-hour hardware replacement guarantee

- **Undeniable system security**
 - » Data encryption at rest
 - » VPN server access
 - » Firewall protection
 - » Anti-virus/anti-malware protection
 - » Password encryption across the wire
 - » Intrusion-detection services at the facility level
 - » Optional intrusion-detection services at the server level
 - » Onsite customer inspections permitted at no additional cost

- **Confident system backup**
 - » Daily/weekly onsite backups
 - » Scheduled off-site full backups
 - » 24/7/365 client access to the full database

- **Sensible Pricing**
 - » Stable monthly billing includes all infrastructure support and unlimited data usage
 - » Pricing guaranteed up to three years
 - » All billing handled through LBi Software

**FULLY
HOSTED**
and
MANAGED

OPTIMIZE

*your environment for
maximum performance
and stability.*

On-premise License

Many enterprise organizations have the staff and expertise needed to fully manage the LBi HR HelpDesk infrastructure in their own environment. LBi's On-premise License gives these clients the option to internally manage our solution.

If you choose this option, LBi will provide all of the recommended server specifications, based on your specific business needs. We will work with your IT staff to help implement and optimize your environment for maximum performance and stability. We also offer full infrastructure implementation services, including server installation (OS, database, Web server), configuration, system tuning, and backup/disaster recovery processes.

Recommended Hardware

CPU: 2.4GHz Intel Core 2 Duo Processor (or better)

RAM: 4GB (or better)

Disk space: 300GB (or better)

Recommended Software

Operating System

- Linux (any version)
- Alternatives: Windows Server 2003/2008, Solaris

Database

- MySQL Enterprise
- Alternatives: DB2, Oracle, SQLServer

Application Server

- JBoss
- Alternatives: WebSphere, WebLogic

Application Server (Employee Portal)

- Apache Tomcat
- Alternatives: JBoss, WebSphere, WebLogic

Sample Hardware Configuration



About LBi Software

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly, with a unique, tiered pricing structure that appeals to companies of any size.. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution for businesses with as few as 50 employees and more than 50,000, always designed to put the power in the hands of the employee. In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

LBiSoftware.com

LBi Software is headquartered in Melville, N.Y., and is online at LBiSoftware.com.

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