



Software as a Service (SaaS) FAQ

Q. What is the difference between SaaS and the Cloud?

A. Cloud computing is the back-end infrastructure (i.e., server power) which provides an affordable, scalable, secure infrastructure - delivered through the Internet. *SaaS is software provided over the Internet.* Many SaaS vendors use the cloud to deliver their SaaS product.

Q. What is the Different between the Public Cloud and a Private Cloud?

A. A *public cloud* sells computing power to anyone on the Internet. (Currently, Amazon Web Services is the largest public cloud provider.) A *private cloud* is a proprietary network or a data center that supplies hosted services to a limited number of companies. B&L utilized the private cloud philosophy and allows access to only those customers using Odyssey SaaS.

Q. Is My Data Safe Using SaaS?

A. If you are like most metalcasters, your data is *safer in the B&L Cloud* than in your own facility. SaaS security is broken down into two types, server security and data security.

The largest threat any metalcaster's information systems face is server security, whether from employees or Mother Nature. The B&L servers are protected by seven (7) layers of security including biometrics, 100% redundancy of power, internet connections, heating and cooling. The data centers B&L uses are SAS70 Type II Compliant, a level of security and safety metalcasters can not readily meet on their own.

By utilizing world-class user ID and password protections; advanced firewall and virus protection standards; and state-of-the-art replication technology, you are assured your data is safe and secure in the B&L Cloud using Odyssey SaaS. B&L's Technology Department's first priority is to ensure your servers are running smoothly.

Q. What happens if my internet connection fails?

A. B&L's Technology Department analyzed internet connection issues and has found most internet connection issues are short term - 15 minutes or less. (Call your Internet Service Provider and ask for a history of your Internet Connection Uptime.) If your organization requires a backup plan, B&L recommends you first identify your key users (shipping, order processing, account receivables) and develop a contingency plan for these key activities. Your backup plan could consist of a redundant internet connection, or using a smart phone as a WIFI connection or a service that allows internet access via your phone lines. *B&L's Technology Department will help you map out a contingency plan in the event of an internet connection failure.*