MRI SAAS OVERVIEW
MRI Software has been helping clients leverage the power of information with flexible technology outsourcing solutions since 1971. Today, MRI Software-as-a-Service (“SaaS”) provides online, real-time reliable access to MRI client/server software. With MRI SaaS, MRI takes on housing and managing applications, communications network, and highly secured data, so you can focus on running your business. MRI Software partners with Savvis, a best in breed co-location provider of world-class data centers around the world, to provide our SaaS data center facilities. Using Savvis as a dedicated provider results in the highest levels of reliability, disaster recovery, and redundancy for MRI clients utilizing MRI’s SaaS offering. Our primary data center is a Tier III+ facility – all the IT equipment is dual-powered and served by multiple distribution paths. The center’s high-availability network and carrier connections provide strong global reach, allowing all MRI SaaS customers to access the site, quickly and conveniently. MRI’s experts provide extensive training and support, and oversee the data back-up and disaster recovery programs to ensure all data is safe and secure. MRI’s experience and expertise is what makes MRI SaaS the industry’s leading SaaS solution.

FREQUENTLY ASKED QUESTIONS

How many clients do you have running on MRI SaaS?
MRI SaaS currently hosts over 400 clients.

How secure is the data as it travels over the Internet and what security provisions does MRI SaaS provide?
There are numerous methods to exchange data in and out of the MRI SaaS environment. The primary access methods are Web Browser for the MRI Web product and Citrix for the MRI Windows product. MRI Software utilizes 128bit SSL encryption to protect the client data in transit over the Internet. In addition we offer VPN access for customers who need more direct control over their data. The point-to-point hardware based VPN option utilizes 128bit encryption to encapsulate the data that is being transferred.

What are the specific back-up and recovery services and strategies?
The system architecture of MRI SaaS is designed to include multiple levels of redundancy to ensure maximum protection of the SaaS environment. Within each data center, our hardware is installed in clusters (e.g. SQL Clusters) or load balanced groups to provide an additional redundancy level by removing any potential single point of failure.

Both System and Application backups are full copies written to local storage via an automated process using industry standard technologies. The backups are then transmitted to an offsite data storage facility daily. Transaction logs are written hourly to a file based backup located in the data center, and written to backup storage nightly. The retention period for these backups is 28 days. Monthly System and Application full backups are also written to remote storage utilizing industry standard technologies. These backups are retained for a period of seven years. Clients can make a request to restore data from a previous backup or to receive a copy of their database.

MRI Software utilizes a Disaster Recovery (DR) infrastructure between the primary data center in Chicago and the backup center in Sterling, VA. This design allows the MRI SaaS production databases and servers located in the Chicago facility to be replicated to the DR site in Sterling via a high-speed data link using asynchronous replication occurring every fifteen minutes. In the event of a catastrophic disaster in the Chicago facility, the servers and applications can be failed over to the Sterling site and normal operation resumes.

Are there ample sources of back-up power/on-site generators?
Electrical power is provided by two overhead and two underground feeders fed from the same substation. The electrical infrastructure consists of 4 primary buses with 1 reserve bus and 1 load bank bus for each system. Each primary bus has one 2000 kW generator and three 400 kW UPS. Each reserve bus has one 2000 kW generator and three 400 kW UPS in parallel. Our data centers are also equipped with redundant heating, ventilation and air conditioning and monitored continually to ensure the optimal performance environment for the hardware.
MRI SaaS FAQs

Are there any limits to use outside of the workplace?
Any user with an Internet connection and Microsoft Internet Explorer Web Browser can connect to the MRI SaaS offering.

What kind of support is available to MRI SaaS users?
MRI SaaS support includes:
- Unlimited 24/7 access to myMRI Client Portal and Online Community
- Convenient toll-free contact times from 8:00 AM – 8:00 PM Eastern Time (North American Clients)
- Multiple support channels including toll-free telephone lines and online case submission through our myMRI Client Portal
- Skill-based routing of your cases – meaning your unique case will be handled by the most qualified analyst.
- Technical emergency support is also available 24 hours a day, seven days a week through an emergency channel.

What are the minimum specifications required for a user’s machine to run MRI SaaS?
The MRI SaaS offering utilizes Microsoft Internet Explorer 6 to run both our Citrix portal or our MRI Web application. Generally speaking, a machine that will run Windows XP and Internet Explorer will work with our applications.

Are there any Internet connectivity methods not supported by MRI SaaS?
No. MRI SaaS supports any Internet connection including dial-up, DSL, ISDN, T1, etc. Bandwidth requirements will depend on whether you are running the Citrix portal or directly accessing our MRI Web product. Generally speaking we recommend a minimum of 30Kbps to run the application smoothly.

Are users limited to dialing in from a particular PC?
No, MRI SaaS does not limit or stop users from connecting from any particular IP address or PC running MRI SaaS.

With MRI SaaS are you able to use a report server and email reports?
Emailing of reports through MRI SaaS is available in both the MRI Web product and the MRI Windows product. The environment has dedicated report servers for each version of the product we run in MRI SaaS. In addition, users can use MRI’s Application Toolkit to configure any report in the system or to create other configurations.

Can other third-party software be integrated into MRI SaaS such as human resources or tax credit software?
Yes, MRI SaaS has the ability to integrate with third-party packages and the integration of those packages is addressed on a per package basis. MRI’s experts will work with you to ensure your integration needs are met.

What is load balancing?
MRI SaaS uses Citrix’s Published Application technology to automatically load balance across the terminal servers as well as to automatically provide fail-over to the backup data center’s servers. Users are automatically connected to a server based on the amount of other users already connected, ensuring the best possible efficiency. The SQL servers are load balanced by the technical staff as necessary.

The MRI SaaS infrastructure has been built around high performance HP hardware along with Cisco enterprise level network components. It includes SAN technology for data replication, mirroring and snapshot facilities. Virtualization addresses scalability, allowing for rapid deployment of environment and capacity. Industry-standard load balancers provide high flexibility, control and fail-over. Microsoft Windows Server and Microsoft SQL Server are used to provide a stable and secure enterprise level environment.