FAQs about *TotalFBOweb*™

Q: What does "hosted" mean?
A: In this instance, it means that the **TotalFBO**® software is actually installed on a server owned and operated by Horizon, rather than on a server you own. Authorized users access the software through an internet connection to their computer or other device.

Q: How does that help my business?
A: Your employees get to use the same great **TotalFBO** ® software, but you avoid the expense and hassle of buying and maintaining the server(s) necessary to run it. Horizon handles the chores, including software updates, data backups, server maintenance and repair, network configuration, and security. You also avoid the initial investment in purchasing the software license, so startup costs are significantly lower.

Q: But how secure is it?
A: Your data is maintained on a SQL server which is NOT accessible to the internet or to any other customer. Even the file names are coded so that they cannot be casually identified as belonging to your company. Only the actual keystrokes and screen update information is actually transmitted over the internet, and that is handled in SSL encrypted sessions. Your data is backed up daily to two locations and a backup is moved offsite once a week.

Q: When can I access my data?
A: Horizon guarantees at least 98.8% uptime each month, other than scheduled maintenance. The hosting servers are maintained in a secure facility with redundant sources of power and internet connections. In the event of an extended interruption (such as an internet failure in your local area) our Spare-In-the-Air program can provide you with a laptop, loaded with the software and your data, by overnight delivery.

Q: What about Tech Support?
A: The Standard subscription includes enrollment in the Silver-level CustomerCare™ plan. You may elect to upgrade to the Gold or Platinum plans for an additional fee. Note that because your data is maintained on Horizon's servers, Support Specialists will have fast access to your data when you call.

Q: Is this only for new customers?
A: No. Existing customers may switch to the hosting plan at any time, and pay a reduced subscription rate.

Q: What if my needs change?
A: You have complete flexibility with TotalFBOweb™. You can choose to purchase the software and move your database to your own servers. It's also easy to add additional users, locations, features, or entire databases to your hosting plan at any time.

Q; Sounds good, but is it expensive?
A: No! The Full Package for 1 user starts at $320 per month, plus a set-up fee of $150. You can even try it out LIVE for 30 days for only the setup fee. At the end of the trial period, you can walk away, subscribe, or purchase the software.

Your Place or Mine?

TotalFBO®

TotalFBO®web™

TotalFBO® Version 5

In-House

- Faster response times
- Easy integration to in-house applications
- Easy connection to specialized devices
- No Internet required
- Leverage existing server capacity in your network
- Capital purchase boosts corporate assets
- Software license owned as an asset
- Your own private test/training databases
- More control - your IT staff is in charge
- Most secure data storage

Hosted

- Very low startup costs
- No new servers or up-front software to buy
- No need for extra IT staff
- Lower total cost of ownership
- All fees can be immediately expensed
- Accessible from anywhere
- Redundant, power-protected servers
- Automatic software updates
- Automatic data backups
- Instantly scalable for more users or locations

Now get the same great software on your server or ours.