Deploy it YOUR way:
On-Prem | Cloud

EVentPro® Software
For Venue, Event and Catering Management

IT Information

www.eventpro.net

ProfitSystemsInc
Established in 1985

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EventPro® Software
For Venue, Event and Catering Management

You Ask – We Deliver

When we set out to create the latest version of EventPro, one big priority was a cloud application – a frequent request of current and prospective clients alike.

We still offer on-prem (desktop/network installed) applications too, so that everyone can access EventPro their way.

Computer-in the-Clouds?

If your personnel have been hearing about "cloud computing" lately, but don't quite know exactly what that means, here is a brief answer for them.

It just means that instead of installing EventPro and storing your data on-premises, *i.e.* on your local computer or network, the program and data are stored on remote servers. You access EventPro over the internet – kind of like accessing your email through a web-based service instead of a locally installed program.

"... the software of choice for booking management..."

I have thoroughly enjoyed booking events with our software system EventPro. It is an unbelievably powerful software which allows us to not only book events but allows us to record comments, room set ups, food restrictions, and an array of other information that you need to host 12,000 guests a year. I highly recommend EventPro as the software of choice for booking management.

WENDY SCHELEW   PEARLSTONE CONFERENCE

The Cloud Advantage

So, why has cloud software become so popular? When working at their best, cloud applications allow businesses to become more mobile and adaptable to changing circumstances.

- **Convenient:** In the cloud, you can access EventPro anytime and from anywhere with an internet-connected device. With the days of the 9-to-5/Monday-to-Friday office rapidly disappearing, workplace flexibility is a big advantage.

- **Improves Flexibility AND Collaboration:** Even if you and your colleagues work in separate locations and different times, you are all collaborating in the same data that is always updated in real time.

- **Easy to Manage:** With a cloud application, you don't have to deal with software maintenance. You don't need to worry about installing the program, setting up a server, downloading updates, and so on. You always have access to the latest version by simply logging in from your internet browser.

Options for Everyone-
Your EventPro, Your Way

While the cloud is a great option for many organizations, we know that other businesses still prefer to work from on-prem applications (desktop/network installed).

We don't want to hold anyone back from the benefits of EventPro, so we're offering both options: On-Prem and the Cloud.

All EventPro applications have the same functionality, regardless of delivery mode, so you can choose the best option for you.

EventPro Software Technical Specifications

Despite its power, EventPro does not require sophisticated and expensive high-end hardware or software to function EventPro Software recommends that the software be run on machines that meet or exceed the following minimum system requirements. If you need assistance assessing your computer system requirements, please contact our support staff.

For the detailed installation process, you can read the EventPro Installation manual by visiting www.eventpro.net/install

Technical Specifications - EventPro On-Prem

On-Prem Edition (Hosted on-premises, on your server/desktop)		
Operating Systems • Windows 7 or newer • Latest service packs (32- or 64-bit version) • Microsoft .NET 4.5 Framework or newer *EventPro On-Prem is a Windows-based system. Like other Windows applications, options exist to access the software from other operating systems (Mac, Linux, etc.). We recommend consulting with your IT department if you wish to access EventPro On-Prem from a Mac or other operating system.	**Memory RAM** • 4GB Minimum • 8GB Recommended	**CPU** • 2GHz Minimum
Disk Space • Application requires 200MB • Typical databases range in size from 500MB to 2GB and up. • Storing of communication attachments can significantly increase this requirement.	**Video Resolution** • 1366 x 768 Minimum • Higher recommended	**Printer** • Required to print reports
Supported Email • Exchange Server 32 and 64 bit • Outlook • POP3 • SMTP • IMAP • Most web-based email that support the above protocols	**Network Speed** • 100MB/Sec Minimum • 1GB/Sec recommended	

Server(s)
• Database
   o MS-SQL 2012 or newer
   o RAM 8GB minimum
   o Typical databases range in size from 500MB to 2GB and up.
   o Storing of communication attachments can significantly increase this requirement.
• EP Connect Suite (Optional)
• Virtual Assistant (Optional)
 	
* Requirements can vary depending on number of simultaneous users
* It is **NOT** recommended to run any of the above on the same server		

Optional Module Suites (On-Prem Edition)	
EP Connect Suite • IIS 7.0 or newer • Disk space: 300MB • Memory: 8GB minimum	**Virtual Assistant Suite** • Windows Server 2012 or newer • Disk space: 200MB • Memory: 8GB minimum
* Requirements can vary depending on number of simultaneous users * It is **NOT** recommended to run any of the above on the same server * The server on which you install EP Connect/Virtual Assistant must have Read/Write access to your SQL server, and must have .NET and ASP enabled. If installing on a third-party web host (must support .NET and ASP), you will need to configure your SQL server to accept connections from outside its network.	

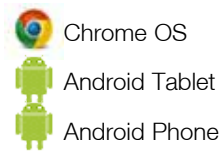| Administrator Requirements (On-Prem Edition)	
Software Feature	**Requirements**
Database Management	SQL Administrator
Network Installation	Network Administrator

Technical Specifications - EventPro Cloud

Cloud Edition (Hosted on EventPro server)	
Citrix Workspace App (formerly Receiver) • With this free download you can access EventPro easily and securely from any device including smartphones, tablets, PCs and Macs. • Download at https://www.citrix.com/downloads/workspace-app • Optional: no download required with "light version" (some restrictions apply)	Internet Connection • Minimum: 256kbps per user • Recommended: 512kbps or more per user
Supported Email • Most web-based email that supports the following protocols • Exchange Web Service, POP3, SMTP, IMAP	Printer • Required to print reports

If using the EventPro Cloud Service, the optional EPConnect Suite and Virtual Assistant Suite are also hosted as part of the EventPro Cloud Service.

What devices can I use EventPro Cloud on?

Powerful & flexible EventPro Cloud software is delivered seamlessly through the cloud to any device with a solid internet connection. That means EventPro Cloud is fully functional on the following systems and devices:

Windows Desktop*   Mac   Chrome OS   Linux

Windows 8   iPad   Android Tablet   HTML5

Windows 8 RT   iPhone   Android Phone   Blackberry 10

Windows Phone   iPod Touch

How Does it Work? Some cloud systems run natively through a web browser which might seem handy on the surface but these applications are inherently hampered by the limited capabilities of a web browser. EventPro Cloud doesn't work this way. EventPro Cloud is Enterprise-level software designed to run on computer servers. It runs though the EventPro Active Directory, and uses Citrix, the undisputed standard in remote network and software delivery.

Citrix Workspace is the easy-to-install client software that provides easy and secure access to your EventPro Cloud application on all of the devices listed above. Further information about the Citrix Workspace is available at http://www.citrix.com/go/receiver.html

Your files - wherever you are!

With the delivery method used by EventPro Cloud you'll have easy access to your local network drives, files and printers. Not all cloud systems can do this and this is a key selection criteria when evaluating different cloud options.

Reliable and Secure

EventPro Cloud runs on a Private Cloud Environment that is hosted on a Skyhigh Enterprise-Ready certified system. Skyhigh Networks performs objective and thorough evaluations of the enterprise-readiness of cloud service based on a detailed set of criteria developed in conjunction with the Cloud Security Alliance (CSA). Services designated as Skyhigh Enterprise-Ready are the services receiving the highest CloudTrust™ Ratings, which fully satisfy the most stringent requirements for data protection, identity verification, service security, business practices, and legal protection.

The EventPro Cloud application and data are housed in a Private Cloud that is hosted in one of Connectria's SSAE 18 SOC1 and SOC 2 certified data centers.

Your OWN Database

Have you heard of the term multi-tenant? It means multiple companies have their data stored in the same database. That doesn't sound ideal to us, so that's why every client has their OWN database on the EventPro Cloud.

In the EventPro Cloud, all updates are still rolled out seamlessly to all of our clients in a simple process. You just get the added security of knowing that your data - and only your data - is sitting in YOUR OWN dedicated EventPro database.

Choose What's Best for You

Every organization is unique, so not everyone will agree on what is the best choice for software delivery. Your EventPro Solutions Consultant will be happy to discuss the pros and cons of the On-Prem and Cloud options in relation to your business, with our unbiased recommendation.

ON-PREM SOFTWARE

INSTALLATION
Need to install on your computer or server

UPDATING
Need to manually update on computer or server

PROCESSING
Workstation requires high memory and processing speed

DATA STORAGE
Stored on your computer or server

SECURITY
Controlled internally by your IT

ACCESS
From local computer or workstation on the network

CLOUD SOFTWARE

INSTALLATION
Not required – runs in the cloud

UPDATING
Not required – updated by service provider

PROCESSING
Most processing done by service provider

DATA STORAGE
Stored on cloud service provider's server

SECURITY
Controlled by cloud service provider

ACCESS
From any device with internet access (e.g. smartphone, tablet, laptop, computer).

![ProfitSystems Inc - Established in 1985]

Increasing Value into the Future:
Upgrade Protection Plan (UPP)

All of our solutions come with an Upgrade Protection Plan (UPP), which includes these benefits:

- Upgrades with new & enhanced features developed in direct response to input from UPP clients
- Unlimited hot fixes and updates, accessible 24/7 on the EventPro Support Website
- Unlimited ongoing support via telephone, email and fax
- Comprehensive user manual, regularly updated by our in-house Technical Writer
- The EventPro Bulletin, up-to-the-moment notifications of updates and upgrades

For the Cloud investment, the UPP is included in the ongoing subscription.

For the On-Prem investment, the first 12 months of UPP is included in the pricing of each licensed component & module, with an option to renew at the end of each 12-month period. If extra modules or user licenses are added later, the UPP for those modules is included up to the next UPP renewal date for the whole system.

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Support and Maintenance for EventPro Software

Following is a description of the service and support levels provided as part of the annual EventPro Software Upgrade Protection Plan (UPP) subscription (first year included in the initial purchase). This service and support is available provided that your UPP is current.

Services provided by	EventPro Software	
Contact	Phone	1-866-920-7996
	Email	Sales@EventPro.net
	Web	www.EventPro.net

Telephone & email support can be accessed Monday to Friday (excluding public holidays), 9:00am to 5:00pm CST.

Support Level Description

First Level Support:
Provides telephone and email assistance for urgent issues as well as procedural advice. We aim to resolve a client's issue immediately, or as soon as practicably possible. Some issues may require input from our development department and may therefore not be resolved immediately.

Second Level Support:
Accepts input for enhancements to the product to suit the user's needs. These are submitted to the development department as a 'Request for Change' and are often incorporated into subsequent releases of the product. The inclusion of requests is at the discretion of the development department and not all requests can be incorporated.

Product Maintenance
Product maintenance comes in the form of regular product updates which may incorporate product fixes and/or new product enhancements. These updates are placed on our web site and can be downloaded 24/7 at your convenience. For our cloud subscription clients the updates are rolled out automatically.

More detailed support level information is in the EventPro Support Level Agreement, which you can read at www.eventpro.net/sla

Questions?
If you have any technical questions about EventPro Software, please feel free to reach out directly to our support personnel using the contact information above.

"The United Way of Greater Cleveland has been using EventPro event software for more than 3 years. The EventPro team is amazing. The sales, technical support, and training staff are true professionals that stand behind their product. The staff is responsive to my telephone calls and emails. The people at EventPro are genuine and the EventPro team makes me feel that I am valued. I strongly recommend EventPro's Event Software for any organisation that is looking for software that will help to manage their event resources effectively and efficiently."
- Deborah A. Jones, Executive Assistant, United Way of Greater Cleveland