

Web-Based Software

What is web-based software?

[also known as cloud computing, web applications, webapps or simply “apps”]

Web-Based Software is software you use over the internet with a web browser from any machine that has access to the web. You don't have to install any CDs, download any software, or worry about upgrades. If you use internet banking, web-based email programs like Gmail, Hotmail, or Yahoo Mail, if you post to Facebook or Twitter, or if you've booked or bought something online then you've already used web-based software.

Why do you want to use web-based software?

- web-based software is intuitive because it is based on your experience with the web
- there is nothing to download, nothing to install
- software is always up-to-date - no waiting for update disks and no downtime while you install the updates
- you don't need a network administrator to look after lots of machines or someone to look after a database
- your data is safe, secure, and is backed-up regularly and often
- you can access the software 24/7, anywhere around the world
- works on any machine – PC, laptop, notebook, PSP, Mac, or Linux
- you need minimal training: most users can navigate and surf the internet

Why is web-based software better for my business?

When you use web-based software you don't have to worry about anything technical — you can just do your work. We handle all the data security, uptime, backups, upgrades and “IT guy” stuff.

You stay focused on what you're good at and we handle the geeky stuff.

Centralised Data Access from Wherever You Are

Everything together in one place.

A key advantage to web-based software is that all your data is centralized and accessible over the web from any computer at any time. You can't leave something on the wrong computer or work on old data since everything is stored in one place on the web and the latest data is the data you are working with. You can get to it from anywhere. Safe, secure, and password protected, of course.

You're always using the latest version.

Unlike traditional software that requires you to download and install updates yourself, our products are updated automatically. Whenever you use our products you're always using the latest version. There's nothing to install, ever.

Just log in with the web-browser you already have (Firefox, Internet Explorer, Safari, or Chrome). It's just like your internet banking or web-based email program.

You'll never have to ask "Is it compatible?"

Software used to only be available for certain platforms. There was Windows software, Mac software, and so on. Our software works on any platform with a web browser and internet connection. Mac, Windows, Linux are all supported.

Everyone you trust has access to the data.

Since everyone you work with logs into your personalised application, you have a single point of data storage with everything in one place. No more worrying about who has the latest data: everyone has it.

You can work from home, work, or on the road.

When you use web-based software your office is everywhere. At work, at home, a hotel, in a customer's office, even on your mobile phone. Your data is accessible anywhere with internet access and at any time.

You can work on when you have computer trouble

As no data is stored on your PC or laptop, your information is never at risk from any of the things that can go wrong in the office. A hardware failure has no impact, whether from a virus, power surge or a cup of coffee spilt over the machine. Simply move to another machine and carry on working!

You can work on after an accident or incident

After an evacuation, you can move to a different location and log straight in: you'll instantly have access to up-to-date data. Dealing with an incident is less stressful because you know our software has not been affected.

Speed

Memory-driven applications

Our software does not use traditional databases because data access is slow and cumbersome. We have borrowed the concept of speed from the games industry. We store just enough data in the server's memory for it to run super fast, loading more data as and when required. With this architecture, our applications run at the same high speed as gaming software. (Games are written in Java too!)

High-speed connections

Our servers are connected to the 4 major US backbone providers (Verio, Time Warner, Cogent, Allegiance) which ensures stability and reliability of the network. The bandwidth we use is in the OC3 class (4x155Mbit/s) which provides the fastest possible speed of traffic to and from your app.

Security

Web-based software keeps your data safer.

With traditional software, you save your important and sensitive data on your PCs, laptops, USB drives, and portable hard drives. It's not as safe as it sounds. Laptops are stolen, computers are rarely backed up properly, and it's unlikely everyone's machines are up to date with the latest security patches and updates. Where did you put that SD card with your last backup on? When you use our web-based software, your data is stored on secure, always-updated, backed-up regularly and often enterprise-class servers in a state-of-the-art, highly-secure data centre.

Why should you trust us with your data?

Our software architects come from the backgrounds of city share dealing and national security. We have never lost or accidentally exposed anyone's data. We know what we are doing and we have built our systems to be highly secure.

We protect your data in transit

All communications between your computer and our server are encrypted so that they cannot be read in transit – they are protected by SSL 128-bit encryption – the same system that you use when you make an online credit card purchase or do your internet banking.

We protect your data where we store it

All data is written to multiple duplicated disks instantly. If a single hard drive fails, the same data is available on duplicate drives, so you will never notice. Forget 15-minute backups – our apps are backed up constantly. The entire server is backed up daily, and these backups are stored in multiple locations for additional redundancy. Files that our customers upload are stored on servers that use modern techniques to remove bottlenecks and points of failure. We backup our backups! When was the last time you backed up all the data on all your PCs and laptops? We've never lost anyone's data and we won't lose yours. Your data is safe and secure with us.

We protect our servers

Our state-of-the-art servers are protected by biometric locks and round-the-clock interior and exterior surveillance monitoring. Only authorized personnel have access to the data centre. 24/7/365 onsite staff provides additional protection against unauthorized entry and security breaches.

We update our infrastructure regularly

Our software infrastructure is updated regularly with the latest security patches. Our software runs on a dedicated network which is locked down behind an enterprise-class firewall and carefully monitored to keep your data safe. Intruder-detection scanning applications are installed on our servers to protect your app against hackers and other unauthorized people trying to gain access. While perfect security is a moving target, we work with security researchers to keep up with the state-of-the-art in web security.

We provide full redundancy for all major systems

Our servers — from power supplies to the internet connection to the air purifying systems — operate at full redundancy. Our systems are engineered to stay up even if multiple servers fail.

We protect our software from attack.

Our software is written in Java because Java software is highly secure – it runs in an isolated “Java Virtual Machine”, making attack by hackers extremely difficult. That’s why Java is used by banks to control accounts and transactions involving billions of pounds.

We check the people who have access to our software

All our staff are vetted. Our staff are interviewed, provide written references and are police checked with Enhanced Disclosures (the Scottish equivalent of a CRB check).

You don’t have to worry after a break-in

It’s hard enough coming to terms with your PC or laptop being stolen, but you could do without worrying about the consequences of sensitive data being sold with the machine in the vicinity of your business. Your data is held safe and secure away from the machine so although you may have lost a valuable machine, you have not lost your invaluable data.

Here’s the best part: **we use our own systems.**

We use our products every day. We store all our sensitive, confidential data on the same servers that our customers use. We trust our entire business to our products and security policies. You can feel comfortable that we’re using the same security and data management practices as you.

Want to know more?

Ask us if you have other security questions and we’ll get back to you as quickly as we can.

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