# Introduction

**Q.  What are Hosted Solutions?**

A.  FileTrail's Hosted Solutions help our clients manage hardcopy records without the capital expense of a traditional software project.  Instead of installing the FileTrail software, FileTrail provides access to the software as a service.  A low monthly fee replaces costs the client would normally incur for servers, server software, bar code scanners and upfront licensing.

**Q.  How does hosting work?**

A.  FileTrail's Hosted Solutions operate from a secure data center.  The FileTrail software and your data reside on FileTrail's servers.  Users connect to their Hosted Solution via the Internet in the same way you would go to your favorite Web site.

**Q.  Who would choose a Hosted Solutions?**

A.  FileTrail's Hosted Solutions are ideal for organizations who either:  a) need to minimize capital expenditures; b) prefer not to manage another system in-house, or c) have few enough records that a traditional project is not cost-justified.

**Q.  What is Hosted Express?**

A.  FileTrail's Hosted Express is the low-cost Hosted Solution that provides tools for automating one file room with three CALs.  Staff can create new items, print labels, check-in, check-out, archive, search, and more.

**Q.  What is Hosted Professional?**

A.  FileTrail's Hosted Professional is the office-wide Hosted Solution with unlimited users for automating one file room.  Hosted Professional provides all the file room automation of Hosted Express, plus tools for all staff in the organization to: search, request a checkout, request creation of new files, monitor outstanding requests, and more.  File room staff gain additional tools for fulfilling requests, setting time limits, managing overdue items, ordering from archives and more.

**Q.  Can I upgrade from Hosted Express to Hosted Professional?**

A.  Upgrading is easy.  Just contact your reseller or account executive to complete the annual subscription agreement.  There is an upgrade fee, so it costs less to start with Hosted Professional if you think you will need to be at that level within a year.  Once we are notified of the change, we can upgrade a customer within 24 hours.

## Security

**Q.     How can I be sure my data is secure?**

A.     When you log into your Hosted Solution, you are accessing a database that is exclusively yours.  Other organizations hosting with FileTrail have a separate database.

**Q.     How can I be assured my data will be kept private?**

A.     FileTrail is committed to keeping your data private and secure. To this end, FileTrail has expressly stated how we will handle your private data.  For a greater understanding of the legal obligations FileTrail adheres to regarding data privacy, please refer to the Privacy Policy at FileTrail.com as well as the FileTrail Hosted Solutions Master Subscription Agreement.

**Q.     Does FileTrail ever view or use my data?**

A.     No.  FileTrail will not review, share, distribute, print, or reference any Client Data except as provided in the FileTrail Hosted Solutions Master Subscription Agreement, or as may be required by law. Individual records may at times be viewed or accessed only for the purpose of resolving a problem or support issue, or as may be required by law. Of course, customers are responsible for maintaining the confidentiality and security of their user registration and password.

**Q.     How do I get my data out if I decide to stop using the Hosted Solution?**

A.     FileTrail will provide your data in an Excel spreadsheet.  It will be transmitted by your choice of methods: email, ftp or CD.  As stated in the Master Subscription Agreement, "…FileTrail will make available to Client a file of the Customer Data within 30 days of termination if Client so requests at the time of termination."

**Q.     What happens if my Hosted Solution database goes down?**

A.     FileTrail has built redundancy into all its systems in order to minimize any system failures that could be perceived as customer outages. In the year 2004, FileTrail achieved a 100% scheduled uptime. Since the application is managed by FileTrail for all customers, the people who best understand the architecture, installation, and design are immediately available to resolve any issues.

**Q.     How scalable are FileTrail Hosted Solutions?**

A.     The software and database in your Hosted Solution are the same used in conventional installations, and has the capacity to scale to large enterprises. The architecture behind the FileTrail database was designed to handle thousand of users and manage over a million Items for each client.

## Service

**Q.      What type of service and support is included?**

A.      Your monthly fee includes end-user support and all new releases of the FileTrail software.  Although you may have tens or hundreds of staff using FileTrail, end-user support questions should come through your System Administrator(s).

**Q.      What are the hours of support?**

A.      FileTrail provides support from 8:00 AM to 8:00 PM Eastern (5:00 AM to 5:00 PM Pacific), Monday through Friday, except for US holidays.  Support can be obtained by calling 800 310-0299 or emailing ftsupport@filetrail.com.

**Q.      When are backups done?**

A.      Backups are done nightly, with a full back-up once per week, and incremental backups during the week.

**Q.      How do I get new releases to my Hosted Solution?**

A.      Because FileTrail is a Web site, any time we add a new feature, you will have access to it immediately the next time you visit the Web site. There is no need to download any software or make system adjustments.

## Requirements

**Q.      What do I need to have in order to run a FileTrail Hosted Solution?**

A.      Since FileTrail hosts the application, all you need is a computer that can run a Web browser. It doesn't matter what type of hardware or operating system you're running.  All you need is Microsoft Internet Explorer (version 5.5 or higher), Mozilla Firefox (version 1.0 or higher), or Netscape Navigator (version 6.0 or higher), and you are ready to use a FileTrail Hosted Solution.

**Q.      What involvement is required from my company's IT department?**

A.      Most likely none.  FileTrail's Hosted Solutions are accessed through the Internet via a Web browser and require very little modification to your existing environment.  The Java Runtime will install automatically the first time you print labels.  There is a small software application that will need to be installed if you are going to use a portable scanner.

## Getting Started

**Q.      Is any training required?**

A.      FileTrail software was designed to be easy to learn and can be used immediately. Our customers find that using FileTrail software is similar to using other Web sites — extremely intuitive and user friendly. Training is provided for your System Administrator and file room staff, since there are so many things for those staff to understand about the concepts and use of the software.

**Q.      How is training provided?**

A.      Training is conducted through the Internet, conveniently allowing you to participate right from your office.  This is the same way that demonstrations and configuration reviews are performed.  Both trainer and trainees are able to view the same screens and data as they learn using a real system.  On-site training is available, though the client must cover travel expenses.

**Q.      What is the System Administrator?**

A.      The System Administrator is someone in your organization who is responsible for setting up your FileTrail Hosted Solution, which means adding users, establishing their roles, maintaining Lookup Lists (drop-down menus), etc.  A System Administrator may also manage the initial process of working with FileTrail to configure your system.

**Q.      How quickly can my company be up and running?**

A.      With FileTrail's Hosted Solutions you can be up and running quickly.  We conduct up to three joint reviews to configure your screens and labels to your specifications. This typically takes a total of 3 hours or less, but may span a few days or weeks, depending on your availability.

**Q.      Can I configure my Hosted Solution?**

A.      Your System Administrator can configure many aspects of your Hosted Solution to meet specific requirements.  You can change the choices in every Lookup List, configure searches and search results, and add Departments, Categories, Media.

**Q.      Can I add custom fields my Hosted Solution?**

A.      Any number of custom fields can be set up for you during our three joint reviews. This is done by FileTrail staff.  At this time you cannot add custom fields yourself.

## Reporting Questions

**Q.     Do I need a report writer to create and run reports?**

A.     You can build custom reports using configuration tools.  You can even save them with a friendly name, and, as a System Administrator, you can create these definitions for specific users or groups.  FileTrail also include an Activity Report that summarizes all transactions that have happened over a period of time that you specify.

**Q.     Can I get my report information out of my Hosted Solution?**

A.     All reports can be exported to Microsoft Excel™ by selecting the "Export to Excel" or "Download" buttons.