



FAQ's for the End User about Smart Facility Software Products & Software-as-a-Service

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1. What is Cloud-Based Software? / What is SaaS?

Cloud-based software is software that is accessed through an internet connection using a browser. This contrasts with purchased software, which is installed via CD or download on your computer. Users can log into cloud-based software from any computer anywhere with the proper login credentials. Cloud-based software where a 3rd party handles the software maintenance, upgrades, servers and security is called Software-as-a-Service, or SaaS.

When you purchase a SaaS license, you are not actually purchasing and installing software. You are purchasing a software **delivery** service.

2. What should I ask a SaaS Vendor about their Service?

Given that your data will be stored on a 3rd party server, you will not be storing your data on your computers nor own the software. Therefore, there are key questions you should be asking a SaaS vendor about how they will be handling your data and your access to the software. Here are three of the most important questions:

- **Does the vendor have dedicated servers or is the vendor sharing servers with other vendors?**
The best answer is: Dedicated Servers. When you share servers with other companies, your performance and security vary with the actions of other companies sharing your servers.
- **Who owns my user data?**
The only acceptable answer is that you own your data, not the SaaS provider.
- **What happens to the data after the SaaS agreement is terminated?**
You should expect to get a download of all your data in a format you can import to another database.

For a comprehensive list of questions you should be asking a SaaS vendor, visit our blog.

3. What are the Advantages of SaaS over Purchasing Software

- No installation is required on individual PCs or networks.
- Data is stored in the cloud and is available to all users with login credentials, rather than stored on PC hard drives or local networks, limiting shared access.
- IT Department support is not required to maintain the software. This is part of the service delivered by the SaaS provider.
- Users benefit from frequent software updates without purchasing upgrades or installing updates. The updates are automatically available when you log in.
- The SaaS provider is responsible for data security and server reliability
- With the right SaaS provider, cloud-based software takes a large burden off the users and their IT Departments.

4. Who uses Smart Facility Software SaaS Products?

Anyone can be a user, but...

- **ES Optimizer** is normally used by Environmental Services Managers and/or their Administrative Assistants.
- **ES Service Optimizer** is used is used by Environmental Services Managers and EVS Employees.
- **Survey Optimizer** can be used by any department in the hospital and users are typically from Environmental Services, Infection Control, Safety, Nursing, Maintenance and Risk Management.

5. What you get with a Smart Facility Software SaaS License?

The Deliverables for a Monthly SaaS License:

- Login Access for a defined number of users.
- Corresponding Mobile Apps that sync data with the PC software.
- Technical Support consisting of:
 - Live telephone support
 - Live interactive web-based support (via gotomeeting.com or LogMeInRescue.com)
 - Videos
 - Complete on-line user guide
- Regular software upgrades at no charge
- Ability to request new features that do not exist currently. (Smart Facility's SaaS Products work so well because we take these request's very seriously.)

6. What are the User Access Options?

- Multiple or Single Facilities: Users can access one facility in a system or multiple facilities in the system depending on the permissions given the user.
- All or a Portion of the Application: Users can be given access to all or different portions of each application.
- The number of Users can be increased or decreased at any time; this will affect the cost each month.
- A User has a unique e-mail address and can be logged in once. If a User is logged and tries to log in from another place, the user will be asked if they would like to log out from the previous log in.

7. Do I own my data?

YES, you own your data. If you decide to cancel your SaaS agreement and discontinue use of our SaaS, then we will give you access to your data for 60 days. We will then delete it off our servers.

8. What is a SaaS Agreement?

The agreement is what users agree to in order to use the service. It also defines the vendor's responsibility and liability to the user(s) and organizations in providing the service. This is an important document where key rights and responsibilities are agreed upon such as who owns your data and what happens to it when you stop using the SaaS product.

9. What is the Key Information for My IT Department?

If you are a Hospital (as most of our clients are), there will more than likely be a challenge getting the license approved from IT and Risk Management. They are responsible for keeping patient's medical, insurance and financial data secure and want to assure our software follows important guidelines. One important thing for your IT department to know is that our software does not store any type of Patient, Financial, or Insurance Information. See below for more key information to provide your IT department.

	SFS Products ARE NOT: 	SFS Products ARE: 
What it is	Software	Software-as-a-Service (SaaS)
Where it resides	Installed on a desktop PC's/network from a download or a CD	Software in the Cloud and accessed through the internet
Upgrades/Support	Requiring support by your facility's IT department.	Completely supported by Smart Facility Software.
Security	Responsibility of your facility's IT department	Responsibility of Smart Facility Software which maintains an A Rating.
Data Storage	Stored on any of your facility's PC hard drives or networks	Stored in the cloud.
Type of Data Stored	Patient or Financial Data. There is no, nor will there ever be, any type of Patient, Financial, or Insurance Information stored on any of our servers.	Facility Information, related to cleaning, employee work assignments, quality control and other ES management aspects.

10. What Type of Data Stored by the Software?

The type of data we store is Building-Floor and Room Names, Employee First and Last Names, Supervisor Names and E-Mail Addresses, QA Scores, Employee Training Records, Duty Lists, Project Lists, Surveys Performed; basically the components of a successfully run cleaning operation.

It is important to understand that our service does not store, HIPPA, PCI or PII data and does not have the same legal requirements to secure such data. However, we take security SERIOUSLY. In fact, in many cases we exceed the expectations of our clients, which include: The Veteran's Administration, The Mayo Clinic, Catholic Health Initiatives, Providence Health, Kaiser Permanente, Scripps Health, Department of Defense Hospitals, and several large international Building Service Contractors use our SaaS.

11. Who provides your servers & how dependable are they?

Rackspace

We spared no expense in speed and storage. We lease our servers from a company named Rackspace. The actual servers are located in their Irvine, TX Facility. This is an ISO 270001 and SAE 16 Compliant Facility. Smart Facility Software pays Rackspace a monthly fee for state of the art servers with RAID 10 arrays to ensure continuous operations even during a hard drive failure.

Fast & Exceedingly Reliable

They are fast, reliable, and easy for our programmers to work with. If a hard drive goes down, service is not interrupted, the equipment is replaced by Rackspace quickly. The facility is fire proof, flood proof, secure from outsiders entering the facility, and has a Disaster Recovery Plan approved by other Rackspace clients storing sensitive data.

We have been using Rackspace for many years and have not had service interrupted due to equipment failure nor any complaints in regard to their speed. As our client base grows we spend more \$'s with Rackspace to ensure the speed you experience today will be the same a year from now.

12. Will my data share servers with other sites?

NO. The servers we lease are dedicated and not a shared solution. Your dedicated database is not being stored with other companies in a virtual environment.

13. How Secure are the Login Portals?

Smart Facility Software is responsible for security of the web site and the server firewalls. Our sites are secured via a third party that independently audits our sites. Our servers are firewalled and secured via a virtual private network and access to certain countries outside the US is blocked. The firewalls are kept up-to-date and unused firewall ports are secured. User passwords are encrypted, can be set to certain time intervals to be changed, and require 8 characters, a capital letter, and a number.

14. How Secure is my Data?

Your data is contained in an independent database not shared with our other clients. This means your database will always perform well regardless of what our other clients are doing in their databases.

Rackspace maintains a contemporaneous backup your data that can be recovered within two hours. Additionally, Rackspace stores a daily backup in an on-site hardened facility for two weeks.