SERVANT KEEPER ®
Using Servant PC Cloud

At Servant PC we have taken some time to carefully build a reliable service to host your data in both a secure and economical way. It is the chief concerns of reliability, security and affordability, that have been driving our development and have forced us to think "outside the box" of traditional web-based church software.

The result is a delivery method that is similar to Netflix®, Google® apps or Facebook® where the database lives in the cloud while the web, mobile, and desktop software applications can access it from anywhere with an internet connection. In this way we have taken the best of both worlds (desktop software and web based software) and combined them into one great solution.

When you purchase Servant Keeper with the Servant PC Cloud we will create a database for you on our servers. You will be able to install the desktop and mobile apps on an unlimited number of devices or just use the web applications. You will receive credentials for your new database when it is installed on our servers. This will happen at the time of purchase.

All of your team will be able to connect to and use your Servant Keeper database at the same time from the mobile, web, or desktop applications.

The first time you launch Servant Keeper, you will be prompted to connect to your hosted database and enter your credentials. If you downloaded the application from within the Servant Keeper Online Office the credentials will already be entered. The next time you open the program Servant Keeper will connect to your database by default.

Once Servant Keeper connects to a database, you and any other user will log into the database using the User ID and Password that your administrator assigned to you. There can be an unlimited number of users in the system. This is helpful in situations where several users share the same terminal or workstation. The user ID and password allows you or the administrator at your church to set access privileges specifically for an individual user. Your Servant PC cloud level is determined by the number of active Users.

You can connect to your hosted database from any computer or device that has a stable high speed internet connection, or through the mobile app on a mobile device. The end result of this solution is that you have fast powerful applications connected to a database that you and your ministry team can access from any internet connected computers.

Because of the Servant PC Cloud it will be very easy to board new staff and volunteers on Servant Keeper, and you will have a high level of compliance regarding your ministry management procedures. This great cloud based solution combines the best features of installed software with the ease and portability of cloud based software. It's much more than just a web based program!

What is the cloud?

Cloud computing is an expression used to describe a variety of computing concepts that involve a large number of computers connected through a real-time communication network such as the Internet. The phrase also more commonly refers to network-based services, which appear to be provided by real server hardware, and are in fact served up by virtual hardware, simulated by software running on one or more real machines. Such virtual servers do not physically exist and can therefore be moved around and scaled up (or down) on the fly without affecting the end user - arguably, rather like a cloud.

Cloud-based software leverages the cloud in a variety of ways to take advantage of the benefits of shared services and economies of scale. One of the benefits of cloud computing is the size and availability of the network. Most cloud-based services are available through the internet, and can therefore be accessed at any location that has internet connectivity.

Desktop software, installed applications (apps) on mobile devices and tablets, and applications used in web browser can all be types of Cloud-based software. Servant Keeper uses ALL three, not just one. To be considered cloud based, typically some part of the process, from the user facing application to the database and queries, is happening in the cloud. The increasingly popular scenario is applications which are installed locally on the device and which "put" and "get" data from the cloud. Think of your Facebook(r) app on your mobile phone, or the Google(r) maps app on your tablet. Some cloud based church software solutions are limited to web apps only, which doesn't always translate well to various devices. That's why Servant PC has developed web-based applications and desktop and mobile applications.

Where is our data if we have it hosted with Servant PC?

Servant PC hosts clients' data utilizing Amazon RDS Multi-AZ deployments. When you sign up for our services, the system automatically creates a primary DB Instance and synchronously replicates the data to a standby instance in a different Availability Zone (AZ). Each AZ runs on its own physically distinct, independent infrastructure, and is engineered to be highly reliable. In case of an infrastructure failure (for example, instance hardware failure, storage failure, or network disruption), Amazon RDS performs an automatic failover to the standby so that you can resume database operations as soon as the failover is complete. Since the endpoint for your DB Instance remains the same after a failover, your application can resume database operation without the need for manual administrative intervention.

These deployments utilize synchronous physical replication, keeping data on the standby up-to-date with the primary. This safeguards your data in the event of a DB Instance failure or loss of an Availability Zone. For example, if a storage volume on your primary fails, Amazon RDS automatically initiates a failover to the up-to-date standby for Multi-Az deployments.

You also benefit from enhanced database availability when running Multi-AZ deployments. If an Availability Zone failure or DB Instance failure occurs, your availability impact is limited to the time automatic failover takes to complete (typically three to six minutes). The availability benefits of Multi-AZ deployments also extend to planned maintenance and backups. Unlike Single-AZ deployments, I/O activity is not suspended on your primary during backup for Multi-AZ deployments as the backup is taken from the standby.

With Servant PC Cloud Services you don't have to manage your database or backups. DB Instance failover is fully automatic and requires no administrative intervention. Amazon RDS monitors the health of your primary and standby, and initiates a failover automatically in response to a variety of failure conditions.

Is it reliable?

The infrastructure that Servant PC Cloud is built upon meets the highest standards of reliability and provides enhanced availability and durability for your data. This is due to replication and multiple availability zones which are mentioned above. Each availability zone runs on its own physically distinct, independent infrastructure, and is engineered to be highly reliable.

When you purchase database hosting with ServantPC, a primary DB Instance is automatically created and is synchronously replicated to a standby instance in a different availability zone. In case of infrastructure failure, the ServantPC cloud performs an automatic failover to the standby. The great thing is, you don't have to worry about it because it will be seamless and virtually undetectable to ServantPC clients.

Combined, these factors allow the system to be more than 99.95% available. This means that for every ten thousand minutes, there may be up to 5 minutes when the system is unavailable due to unforeseen circumstances, and this is a worst case scenario. The end result is that the ServantPC Cloud is more reliable than competing services, and probably more reliable than any network that could be installed on site.

Do we have our own database or is our data lumped in with others' data?

One of the benefits of Servant PC Cloud services is that your database stands by itself. It costs us more to offer this and it's more work for our engineers, but we are willing to absorb those costs to deliver a superior product.

Having your own separate database is a good thing and provides better security and reduced latency. Latency is when user experience slows down due to data traveling over the internet.

If all of a vendors clients are part of the same database, there will be "peak hours" of latency when many clients are using the database at the same time (i.e. Sunday morning during check-in, or Monday morning entering contributions). In addition to usage spikes causing latency, some users will be geographically further from the data, which introduces more latency.

Unlike our competitors, ServantPC has the ability to place clients' data on physical instances that are geographi - cally closest to them, improving the user experience.

Vendors who don't provide separate databases for their customers also introduce security concerns that they may or may not properly address. The vendor using a shared database model has to be extremely cautious with coding to make sure one customer doesn't see or modify another customer's data. ServantPC has virtually eliminated that risk by providing separate databases.

Servant PC | 220 Woodward Ave, Lock Haven, PA 17745
800-773-7570 | servantpc.com

How does the MAC version work?

Those who have their data hosted with Servant PC Cloud will be able to take advantage of the MAC version of Servant Keeper 8. The MAC version is compiled using the software program Crossover, from the company CodeWeavers. There is a small additional fee to license Servant Keeper for the MAC. See servantpc.com or ask your sales rep for more information.

The great news is that for those with their data hosted on the ServantPC Cloud it is no longer necessary to use Windows Emulation through Bootcamp, Parallels, VM Ware or any other virtual PC scenario.

Using the MAC version, the Servant Keeper 8 application will launch and run on your MAC OS session. There will be no purchase of Windows required.

We are excited to offer this solution to our thousands of MAC users.

Are there mobile apps?

As a ServantPC cloud subscriber, the mobile apps allow you to access your database on your mobile device, and are designed to facilitate ministry activity such as:

        Pastoral Care - schedule appointments and enter notes
        Attendance - take attendance for a class or event, add new signups
        Counseling - enter notes in a record, contact by phone/text/email
        Welcome Center - add new visitors to the database using your mobile device
        Visitation - find directions to a member's house, filter search results by members status
        Child Check-In

Apps are available in the app stores for both Android and iOS devices.

How much does it cost?

Servant PC Cloud pricing is based on the number of users you will have accessing the database. A User is typically added by the organizations administrator, and given security priveleges in the database. Users might share a computer, or have Servant Keeper installed on their own laptop or workstation, or may just access the database through mobile apps.

Pricing tiers can be found at www.servantkeeper.com