

You have options.

We offer a variety of options for hosting Helm CONNECT. Many customers choose our multi-tenant hosting solution, included free with every subscription to Helm CONNECT. For companies whose data must be hosted separately, we offer a range of private stack options to suit your needs and requirements. We also support on-premise deployments for companies with their own IT and hosting resources.

What do you need?

I want Helm Operations to handle everything.

We recommend **multi-tenant hosting**.

This is the classic 'software-as-a-service' model. Your data is securely hosted on shared servers in the Amazon Web Service (AWS) and accessed via the internet. We let you know when software updates are coming. We apply updates and new releases to all customers at the same time.

This is the best option for **smaller companies** who want to save on hosting and IT costs.

I want Helm Operations to handle everything, but our data must be hosted separately.

We recommend **private stack hosting**.

Your data is hosted on in a separate server within AWS and accessed via the internet. Depending on the option you select, you can preview and schedule releases and updates, and/or run queries on the Helm CONNECT database.

This is the best option for **mid- to large-sized companies** who need separate data storage and/or want more control over releases.

I want to manage Helm CONNECT on our own IT infrastructure.

We recommend **on premise deployment**.

Helm CONNECT is deployed on your network or through a private cloud. You handle the setup and maintenance of the infrastructure. Updates and releases are applied to your test environment so you can preview them.

This is the best option for **large companies** with dedicated in-house IT resources.

Understanding your hosting options

Choose the hosting option that meets your needs in terms:

- The database and server (shared or dedicated)
- Access to a Test environment for release and update previewing
- Access to Helm CONNECT for queries
- Monthly cost

	Multi-tenant hosting	Private stack hosting			On premise deployment
		BASIC	PROFESSIONAL	ENTERPRISE	
Hosting service	AWS	AWS	AWS	AWS	Your network or cloud
Web server	Shared	Dedicated	Dedicated	Dedicated	
Database	Shared	Dedicated	Dedicated	Dedicated	
Database server	Shared	Shared	Shared	Dedicated	
AWS instance	Shared	Shared	Shared	Dedicated	Depends on your IT infrastructure
Sandbox access ¹	Yes	Yes	Yes	Yes	
Test environment ²	No	No	Yes	Yes	
IT access to AWS ³	No	No	No	Yes	
File storage	Unlimited	Unlimited	Unlimited	Unlimited	
Release preview and scheduling ⁴	No	No	15 days	30 days	30 days

Definitions

1. **Sandbox access:** You can test scenarios, experiment with use cases and/or conduct user training in a copy of the current release, before entering data in your Production environment.
2. **Test environment:** We replicate your Production data to create a permanent Test environment used for previewing releases and updates.
3. **IT access to AWS:** You can run custom read-only queries on the Helm CONNECT database.
4. **Release preview:** You can view and test updates and releases in your Test environment within a preview window before they are applied to your Production environment.
5. **Release scheduling:** You can schedule dates for updates and releases within the release preview window.

Our hosting infrastructure on Amazon Web Service

