

BMS CLOUD is a software and data hosting service dedicated to your Black Mountain applications. It delivers added performance and improved reliability. Data is protected from viruses, ransomware, and file corruption via backup redundancy.

Consider the Advantages

Reliability

- Black Mountain Software has experience! We have hosted applications since 2001.
- Guaranteed 98% uptime
- Minimizes or eliminates user issues such as errors or poor performance related to hardware or network conditions

SERVICES

Software installation/migration performed by BMS

Critical updates may be performed outside of the automatic update process

Automated nightly data backups seven days a week

Option to perform additional backups manually to local workstations

Disaster recovery processes can help meet regulatory requirements and ensure operational continuity

Frees IT personnel and other resources by eliminating the need to manage your network to operate BMS applications

Accessible anywhere internet is available using our secure connection to the Cloud

Remote Application technology allows you to use your applications the same as any other desktop application

Data can be accessed 24/7 outside of the designated weekly maintenance window, which is 11:00 p.m. Saturday to 1:00 a.m. on Sunday (Mountain Time)

Unexpected down times will be communicated via email as needed

Support is available during Black Mountain Software's normal business hours: 7:00 a.m. to 5:30 p.m. (Mountain Time), Monday through Friday

Security

- Provides superior security measures versus typical standard network setup
- Proven reliable and secure cloud computing using Amazon Web Services
- Backup Redundancy: three separate physical locations, one of which is outside Amazon's environment
- To address application and data security concerns, the BMS Cloud architecture will only allow encrypted and secure connections from safe and approved sources
- We conduct internet connection tests prior to purchase to ensure continuous, stable, reliable and adequate performance to handle all internet activity in addition to running BMS applications
- For more information about the security processes and infrastructure employed at Amazon, please contact us directly, or see Amazon AWS Cloud Security

Today's internet connections are typically sufficient for many small one or two person offices. Larger organizations may require greater bandwidth when there are many competing internet activities underway. All of this must be considered to determine if an upgrade is necessary.

Advanced Security Discussion

Reflecting our clients' desires to be proficient stewards of their data, the topics of security, safety, and dependability come up frequently when clients are considering moving to Black Mountain Software's cloudbased hosting services. Data security risks are a problem plaguing businesses and communities throughout the U.S. It is one of the primary motivating factors our clients have for moving their Accounting and UB applications from a local network to the BMS Cloud.

Black Mountain Software has experience in hosting applications for our customers since 2001. Over that time, we have worked to continually improve our knowledge of the underlying technologies and all aspects of our hosted application experience for clients.

We take the safety and security of our clients' information very seriously. Part of our commitment to be proficient stewards of our clients' data is reflected in our choice of Microsoft Remote Desktop Services (RDS) and its robust default encryption methods, which involve sending screen information across the internet rather than actual application data.

Inbound RDS connections to a client's network are not required, only outbound. We have a separate secure inbound conferencing solution from RHUB Communications which is used to help troubleshoot client issues. The BMS Cloud utilizes Microsoft's Remote Application functionality (RemoteApp) rather than a Remote Desktop and this has the benefit of only allowing specific applications to run. BMS also uses newer versions of Remote Desktop Services exclusively as part of our hosted Cloud solution.

For security purposes, access to email, a browser, or file explorer on a BMS Cloud server have been disabled. The end result is a very safe and secure method of accessing BMS applications from just about anywhere.

Cloud Infrastructure

Understandably, dependability questions also arise concerning the computing infrastructure that will be hosting your BMS applications. Even though we have been building and managing our own hosting resources for years, we realize that organizations that specialize in providing computing resources bring experience and knowledge that helps us all.

Exhaustive research led us to Amazon Web Services' cloud computing service. Amazon's list of certifications relating to electronic and physical security speaks for itself. The redundancy of systems (power, CPU, disk, network, internet, geography, etc.) within each of Amazon's global computing centers provides a high level of reliability.

Even with the world-class computing resources that Amazon represents, it is important to realize that Black Mountain Software's systems are not wholly dependent upon Amazon. We have built in our own redundancies and backups. If needed, we can recover client applications from the cloud, or our data backup systems at any time. We can also move client applications to your local network if needed.

Cybersecurity Letter of Attestation

BMS contracts the services of LMG Security to perform cybersecurity and network penetration testing within our Cloud environment to ensure its protection from unwanted external sources. The results are found in the Letter of Attestation or log4j Letter of Attestation provided by LMG.

Current BMS Network Clients Only

BMS applications and your data are moved from your local network to our cloud servers and are then accessed using your organization's internet connection. The applications can be opened, moved, resized or minimized, and function just like applications running on your local network or workstation.

BMS handles migration to the Cloud from start to finish: a cutover date is scheduled, BMS sets up workstation shortcuts, BMS configures printing and scanning, BMS moves the data either late in the day or overnight. The next working day, your business is conducted as usual, but with all the BMS Cloud benefits.

*BMS Cloud is required for all new client installations. Annual Service and Support fees must be current on all products hosted on the BMS Cloud to access the applications.