



THE LUXSCI PLATFORM: OUR SOFTWARE, YOUR SERVERS

Challenge:

As a large business, you have the resources to set up your own hardware and IT support staff. What you may lack is emergency support staff and the software to provide powerful customized email. You need expert implementation, software providing secure and reliable transfer both to and from your servers, and a knowledgeable staff to troubleshoot and anticipate issues. You want to set things up your way, but also have a solid team backing you up.

Solution:

The LuxSci Platform is a team effort between you and us. It is ideal for customers who would like to deploy our software and have LuxSci emergency support, but prefer to use your own hardware and handle basic support issues yourself. You may have specific requirements due to security and privacy policies, installation location, or size of user base, and thus need to manage your own servers on your end.

With the LuxSci Platform you can:

- Get LuxSci's software package on your servers
- Manage things your own way, using your own hardware
- Have support for issues your IT staff needs help on
- Get setup, installation, training, and updates for software

What is the LuxSci Platform?

The LuxSci Platform is a version of our web and email software that allows you to manage and run email and web services using your own datacenter(s). With this, you get the quality, security, and reliability of LuxSci, managed in your own way. We provide setup, updates, training, and prepaid support.

How many users can I have?

The number of users you have is limited only by your hardware. Similarly, we place no limit on the amount of storage you have. Fees are based only on the number of servers and the amount of support you purchase.



How does support work?

With the LuxSci Platform, your IT staff is expected to deal with most day-to-day issues. Non-urgent informational questions can be sent to LuxSci, which we will respond to at no cost within 3 days. More pressing questions can get answers faster with purchased support tokens, which guarantees support within 1 hour.

What do I provide?

For the LuxSci Platform, you provide your own hardware, network, and infrastructure. This means that you get the servers for your email, WebMail, databases, web content, and users. You monitor your own systems, supply an IT staff for day-to-day operations, and provide Tier-1 support for your users. LuxSci support staff will be available—as fast as within the hour—for more urgent situations or general questions.



What do I get?

In return, you get all of LuxSci's proprietary software, training, setup, and updates. Not only that, but you have the security and space of a dedicated environment managed your way. LuxSci's reliability plus your efforts means a system that will be able to provide for your users, no matter how many.

What software is included?

This package includes LuxSci's entire software suite, including: the SecureLine services, fully-featured WebMail, WebAides, basic archival, web hosting, basic Spam and virus filtering, POP, IMAP, SMTP, email filtering, and more.