



GiftWrap 4.0 Installation Options: Hosted vs. Enterprise

The following table compares the two available GiftWrap 4.0 implementation models:

Implementation Feature	Hosted	Enterprise
Data Center Facilities	<ul style="list-style-type: none"> • N+1 redundant HVAC (Heating Ventilation Air Conditioning) • Advanced fire suppression systems • UPS power subsystem is N+1 redundant, with instantaneous failover if the primary UPS fails • On-site diesel generators which can run indefinitely if an extended utility power outage occurs • Fully redundant, enterprise-class routing equipment • Fiber carriers enter the GiftWrap data center at disparate points to guard against service failure 	<ul style="list-style-type: none"> • Enterprise customers must provide datacenter facilities adequate to support the secure, ongoing operation of the GiftWrap 4.0 application and its operating environment.
System and Network Infrastructure	<p>PG Calc provides a secure and dedicated operating platform:</p> <ul style="list-style-type: none"> • Dedicated application server • Dedicated database server • Multi-tiered network with VLAN partitioning • Dedicated firewall • Hardened servers, with externally focused communications services turned off • Managed data and application backup • Ongoing system patching 	<ul style="list-style-type: none"> • Enterprise customers must provide servers, network and security facilities and services at their corporate datacenter adequate to ensure the secure, ongoing operation of the GiftWrap 4.0 application.
System Monitoring	<ul style="list-style-type: none"> • PG Calc hosted systems are monitored 24x7x365. All systems are monitored for hardware availability, connectivity and application operations. State-of-the-art system and network monitoring tools are used to ensure the uninterrupted operation of the GiftWrap 4.0 environment. 	<ul style="list-style-type: none"> • Enterprise customers must add GiftWrap 4.0 systems to existing system and network monitoring resources and can employ existing system and network monitoring/management staff to GiftWrap 4.0.

Implementation Feature	Hosted	Enterprise
	<ul style="list-style-type: none"> • Our hosting vendor employs a tiered support model in which the most cost-effective and most expert troubleshooting resources are applied as problems are diagnosed and resolved. 	<ul style="list-style-type: none"> • If these resources are not already in place, enterprise customers must implement system and network monitoring facilities and must dedicate staff to monitor and manage GiftWrap 4.0 systems.
Operational Security	<ul style="list-style-type: none"> • The PG Calc hosting environment incorporates ISO17799-based policies and procedures, and is SAS 70 Type II certified. • All data center employees are trained on documented information security and privacy procedures. • Access to confidential information by data center staff is restricted to authorized personnel only, according to documented processes. • Systems access is logged and tracked for auditing purposes. • Fully documented change-management procedures are in place. 	<ul style="list-style-type: none"> • As required, enterprise data center policies and procedures may be established to conform to SAS 70 Type II requirements. • Restrictive system access rules and procedures must be in place in order to ensure the privacy and security of sensitive data.
Data Security	<ul style="list-style-type: none"> • The PG Calc GiftWrap 4.0 database platform is Microsoft SQL Server 2008 Enterprise, which supports Microsoft Transparent Data Encryption (TDE), ensuring that the entire GiftWrap 4.0 database is encrypted. • In addition, fields containing sensitive information, including SSN, date of birth, and bank account numbers, are encrypted a second time. 	<ul style="list-style-type: none"> • Enterprise customers must install Microsoft SQL Server 2008 Enterprise edition in order to implement full GiftWrap database encryption. Enterprise customers who do not install and support Microsoft SQL Server 2008 Enterprise edition will not be able to implement full GiftWrap database encryption. • Enterprise customers implementing either SQL Server 2005 or SQL Server 2008 will have the ability to implement field-level encryption capability.

<p>Database Administration</p>	<ul style="list-style-type: none"> PG Calc provides all database administration services. 	<ul style="list-style-type: none"> Enterprise customers must provide local database admin tools and facilities and must provide database administration staff to install, tune, troubleshoot and backup the GiftWrap database(s).
<p>Hardware Maintenance</p>	<ul style="list-style-type: none"> PG Calc, in conjunction with our hosting vendor, maintains, troubleshoots, and replaces all GiftWrap hardware. Our hosting vendor guarantees a one-hour time to repair for defective hardware. 	<ul style="list-style-type: none"> Enterprise customers must coordinate with hardware vendor or internal IT resources for maintenance, repair and replacement of hardware.
<p>Data Backup</p>	<ul style="list-style-type: none"> PG Calc production systems are backed up daily (incremental backup) and weekly (full backup). Backup tapes are kept onsite in the datacenter for two weeks, and then offsite at an Iron Mountain facility for two weeks. PG Calc captures database transaction logs from the GiftWrap production database and transfers and applies those transactions to the disaster recovery database on an hourly basis. 	<ul style="list-style-type: none"> Enterprise customers must implement and manage database and application backup facilities.
<p>Disaster Recovery</p>	<ul style="list-style-type: none"> Independently audited disaster recovery and business continuity plans are in place for datacenter headquarters and support services. PG Calc provides an additional level of disaster recovery independent of our production hosting provider in which our production configuration is replicated at a datacenter managed by a second hosting vendor. The GiftWrap database at the replicated configuration is current to within an hour of the production system. Disaster recovery systems are continuously monitored, and are tested, patched and upgraded on a regular basis. 	<p>Enterprise customers wishing to provide for disaster recovery must incur the cost of the following:</p> <ul style="list-style-type: none"> A backup disaster recovery GiftWrap 4.0 environment must be established that is geographically dispersed from the production GiftWrap environment. The DR system requires the purchase, maintenance and management of server hardware, network infrastructure and security services. The DR database must be synchronized with the production database on an ongoing basis. DR systems must be tested on a regular basis. DR systems must be patched and upgraded on a regular basis.

<p>Software Updates</p>	<ul style="list-style-type: none"> • PG Calc will release major updates as well as minor and maintenance updates during the course of the year. In each of these cases, updates will be applied by PG Calc in a manner that is seamless to GiftWrap 4.0 users. GiftWrap hosted customers will have immediate access to all enhancements and bug fixes. 	<ul style="list-style-type: none"> • Enterprise customers will receive code distributions for all updates and releases, and will be responsible for installing these updates on both production and test servers. • PG Calc will provide telephone-based support for these updates.
<p>Data Migration</p>	<ul style="list-style-type: none"> • PG Calc will provide secure facilities for the transfer of customer data for migration. • PG Calc will convert and migrate customer data from GiftWrap 3.x to GiftWrap 4.0 format. • PG Calc will setup a GiftWrap client for all hosted customers and will install migrated data for those hosted customers. 	<ul style="list-style-type: none"> • Enterprise customers may choose to have PG Calc convert and migrate their data from GiftWrap 3.6, and then have their technical staff load the converted data into GiftWrap 4.0. • Enterprise customers may alternatively choose to migrate their data, in which case, enterprise customers must provide the technical staff and resources necessary to run the migration tools provided by PG Calc and complete the migration process.
<p>Fees</p>	<ul style="list-style-type: none"> ▪ Hosted customers pay one-time GiftWrap license and annual service fees. 	<ul style="list-style-type: none"> ▪ Enterprise customers pay one-time GiftWrap license and annual service fees. Additionally, these customers pay a one-time enterprise installation fee as well as an annual enterprise support fee.