

GP Hosting

the suite
in full outsourcing

by **Scrigno**[®]
hotel management
applications suite



**Now you can focus entirely
on managing your hotel.
GP Dati will take care of the rest.**

GP dati
hospitality applications

➤ With GP Hosting,
the web
applications of the
Scrigno suite are now
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➤ GP Hosting

The suite in full outsourcing

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Introduction

With **GP Hosting**, the web applications of the Scrigno suite are now available in “full outsourcing”.

Thanks to this unique solution, the web procedures and Customer data are hosted on the GP Dati servers located in a high-security data centre with a state-of-the-art infrastructure.

Customers can use the software via the web, therefore avoiding having to invest heavily in hardware equipment, broadband transmission, technical resources, setup of equipped rooms and on-site services, letting GP Dati take care of all the maintenance work for the hardware, operating systems, database and applications.

The architecture designed by GP Dati offers top-notch quality in terms of data security and operating continuity, at the same time ensuring outstanding performance of the applications. GP Dati personnel will monitor 24 hours a day and 365 days a year the status of the devices, operating systems, antivirus and databases, making sure that the machines continually provide maximum productivity.

The **GP Hosting** service is all-inclusive, it entails:

- hosting space in air-conditioned rooms on an entirely redundant server cluster including DB Servers, Application Servers and Interface Servers;
- broadband transmission from the data centre servers;
- highly reliable firewall with anti-intrusion and packet filtering systems;
- operating systems, antivirus systems and maintenance software;



The hosting advantage:
a comparison between customer investments and activities in the In-House and GP Hosting solutions.

	In-House Customer Solution	GP Hosting Solution
Purchase of Dedicated Hardware	yes	no
Purchase of Operating Systems, Antivirus and Other Basic SW	yes	no
Equipped rooms	yes	no
Dedicated IT personnel	yes	no
Hardware and systems monitoring	no	yes
After-hours system assistance	no	yes
Periodic system management operations (updates for Operating Systems, antivirus, etc.)	yes	no
Oracle licence purchase	yes	no
Oracle annual maintenance fee	yes	no
Travelling expenses for installation and tabulation	yes	no
Chargeable on-site operations for Oracle and GP application updates	yes	no

- weekly data back-up;
- 24-hour year-round monitoring of the devices and data-base by specialised GP Dati personnel;
- operating system updates and antivirus updates;
- updates of the Oracle database;
- hardware maintenance;
- electrical continuity guaranteed by UPS and a long-running Diesel generator;
- security and site access control.



Economic Convenience



The remarkable aspect of the **GP Hosting** service is its economic edge: going far beyond simply purchasing and managing the equipment, its real advantage is in how little it costs!

Firstly, **the less you use, the less you pay!**

Based on the customer's actual use, service fees are divided into an annual fee and a monthly fee. For example, a company with a central office (open year round) and 4 seaside hotels (open only 4 months a year) will have pay a monthly fee for the hospitality structures (4 months) and the annual fee only for the central office (12 months).

Secondly, **the fewer the users, the less you pay!**

The fee is not only related to the months of actual use, but also to the number of service users. The service adapts to fit the size of the establishment in terms of its personnel. For example, a seaside structure with 100 rooms, with only 3 users, will pay less than a city structure with 80 rooms and 5 simultaneous users.

Lastly, transform an asset into a management cost.

Scrigno Hosting allows you to take advantage of tax concessions: you can use a service with a fixed tax-deductible fee and avoid investments in goods that are subject to becoming obsolete.

*applicable to Italy only?



Hardware Architecture

In order to guarantee the Customers full reliability and availability of the service, and thus total operational continuity even in the case of machine shutdown or hardware failure, the architecture of the GP Dati data centre is built

on an entirely redundant cluster composed of:

- a cluster of IBM database servers linked with Oracle R.A.C. technology, with double power-supply unit and double network card;
- a cluster of IBM application servers with double power-supply unit and double network card;
- Load balancer;
- Fibre optic storage and back-up.

This structure ensures, for example, that a database failure does not produce any negative effects on the service for the end-Customer, since the procedure will automatically continue to run on the other machine which remains on line.

➤ **Firewall and Anti-Intrusion Systems**

This solution guarantees excellent reliability both in terms of firewalling as well as protection and security. The devices include:

- VPN support
- antivirus, antispam and content filtering.

➤ **Monitoring & Alerting Systems**

Though service failure is highly unlikely (due to a high-performance and entirely redundant hardware architecture), GP Dati has adopted monitoring and alerting systems to constantly control the status of the devices and the service continuity of the applications.

In case of any failure or system crashes, our assigned technicians will be immediately informed via sms, email and voice message.



Infrastructure of the Data Centre



The GP Dati hardware equipment is housed in one of the most well-equipped data centres in Italy with the best possible infrastructures. Undoubtedly, the power supply is a fundamental aspect. In order to fully guarantee electrical continuity as well as the air conditioning of the facility, the main power supply of the data centre is connected directly to your local electrical energy supplier (ENEL for Italy) (15,000V). The Web Farm is also equipped with:

- Main transformers with 100% redundancy
- Uninterruptible power supply with 100% redundancy (600kW)
- 1MW Electricity-generating set (activation time ← 10sec)
- Cabinets with double power supply and short-circuit breaking capacity at the first circuit breaker upstream from the rack

- Air conditioning system with 100% redundancy
- Overall air conditioning with $\Delta T \leq 1^\circ\text{C}$
- Individual cabinets with forced conditioning and top-mounted hot-air extraction fan

The following control systems complete the infrastructure:

- access control system with badges and multilevel numeric codes
- anti-intrusion sensors and security surveillance 24/7/365
- closed-circuit cameras and digital storage of the images
- smoke, fire and flood alarm systems

The data centre control stations guarantee complete 24-hour monitoring of the national and international Internet backbone.

The floors are made to support 1800 kg per square meter.

The safety exits have been built in compliance with the 1998 Italian D.M. (Ministerial Decree) fire prevention requirements.

The surrounding area is considered non-critical since there are no chemical-pharmaceutical industries nearby, nor are there any storage areas for combustible or other dangerous materials, and there are no airports in the vicinity. The location is not adjacent to any waterways, and it has no history of flooding problems. The structure is independent, fenced off and not next to any civil, commercial, service or industrial installations. In fact, the structure has been built in a complex including:

- a local electrical energy supplier (ENEL for Italy) power station;
- an Internet backbone node.

Considering the importance of the site, access to the structure is controlled by armed guards.

The area on which the building stands is completely walled in on all four sides and has a large internal courtyard for customer parking, thus avoiding direct contact with arterial roads.

The site is surrounded by fencing or barriers clearly indicating the property limits. This fencing is designed to be intrusion-proof. As far as possible, channels, drains and pipelines do not cross the perimeter. The fencing is laid out on straight paths and the entrances to the site are reduced to a minimum. The fencing and barriers are designed to impede and delay intrusion attempts by means of special systems that prevent getting over or around them, and the areas inside the site perimeter are well-lit.

A closed-circuit camera system is also used for anti-intrusion purposes, and a centralised control system manages, controls and monitors alarms and user requests.

For this purpose the access to the structure is controlled 24/7/365 by armed private security guards and by an Italian Army unit. In addition to this, the entire perimeter is controlled by a motion-sensitive infrared alarm system.





SINCERT

GP Dati is a company of the GP Pellegrini group and has been designing and developing **software and engineering solutions for the Hospitality Industry** since 1979.

GP Dati is:

- Strong team of 53 specialists, with direct, first-hand experience in the hospitality industry
- 900 customers in Italy and throughout Europe
- A team of Consultants available for special projects
- Telephone support line every day of the year
- Technical department specialised in Telecoms and Advanced Networks

GP Dati Management Systems are officially certified by ORACLE, the world leader in Information and Communication Technology solutions.

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OUR PARTNERS

