

Blackbaud Hosting Services™

Your User Experience



What is it?

Blackbaud Hosting Services provides secure, reliable, and accessible solutions for Blackbaud clients looking to host their software off-premise. Hosting is a cost-effective way to alleviate many operational responsibilities and provide optimal flexibility for accessing Blackbaud applications from anywhere via the web. These benefits make hosting a perfect solution for many Blackbaud clients, but what about the user experience?

While Blackbaud Hosting Services delivers the same applications that clients can run on-premise, it is worth considering several unique differences in the user experience and the back-end control of the systems.

Applications deployed via Citrix®

There are differences related to how traditional “back-office” Blackbaud applications —

The Raiser's Edge®, **The Financial Edge™**, **The Education Edge™**, **ResearchPoint™**, and **Blackbaud Student Information System™** — are made accessible to hosted users. Because these applications run on hardware in the Blackbaud data center, Blackbaud must make these applications accessible to remote users. To do this we employ the Citrix® solution, a thin client technology.

The following are considerations when using Citrix®:

- **To access the system from anywhere**, your users will need Internet access.
- **Website** — Your users will open a browser (Internet Explorer® or Firefox®) to access the Blackbaud Application Web Portal.
- **Operating systems** — Users will be able to gain access from any machine that has the Citrix® Client loaded. Users will be able to access from a PC or Mac®.
- **Two-level authentication** — When you begin your hosting implementation, you will be responsible for creating new usernames and passwords for the Citrix® portal using Active Directory controls. Once usernames and passwords are created, your users will be prompted for login credentials to gain access to this portal and the hosted Blackbaud application(s). For most applications, the application user account can be matched to the portal login account which results in only one single login.

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- Portal usernames cannot be selected if already in use by another Blackbaud hosted user (including other organizations). We recommend appending your site ID to the end of the user name to make it unique.
- Portal accounts will expire every 90 days to meet security requirements of Payment Card Industry Data Security Standard (PCI-DSS). Passwords will also be required to meet minimum standards.
- **Time-outs** — The portal page will time-out after being idle for 15 minutes. This will not affect your current Citrix® session. The applications will time-out after being idle for 60 minutes.
- **A local client will not be loaded on the user's workstation** – only the Citrix® Client.
- **Import/Exports** will be performed using a “Files folder” that allows moving files to and from the Blackbaud data center. All file transfers are secure via SSL 128-bit.
 - Crystal Reports .RPT files used by hosted users will reside in this Files folder.
- **Files available in the Media tab** will need to be embedded into the database. Existing links will be broken when the database is loaded in the Blackbaud data center.
- **Microsoft Outlook® integration** requires Blackbaud to run an Outlook® client in the same hosted environment as the Blackbaud application, which means it is accessed via Citrix®. This means that a user could have a local Outlook® client on the local workstation as well as one in the hosted solution used for integration. This requires additional configuration in your Microsoft® Exchange Server.
- **RE:Anywhere™** — When **The Raiser's Edge®** is hosted, it is accessible via the web, therefore Blackbaud does not host RE:Anywhere.

Multi-tenant, shared deployment model

There are additional considerations that exist because of the infrastructure model used in the Hosting environment. In an effort to provide the best performance, eliminate all single points of failure, and implement the best overall technologies, Blackbaud achieves economies of scale by running a multi-tenant, shared environment for hosted applications. Because of this approach, the following differences exist:

- **Queue module** — Scheduled queues do not work for emailing and printing. This is because the hosted system cannot initiate a Citrix® session which is needed for printing. A session can only be initiated by the user.
- **API/VBA tools** — API and VBA theoretically run in the hosted environment. However, these modules are present for the purpose of writing customizations. All customizations must meet certain industry standards, especially PCI-DSS compliance. Blackbaud Professional Services must be engaged to verify that customizations developed by the client or a third party meet these specifications.
- **Third-party applications/Blackbaud partner applications** — In general, applications not developed by Blackbaud do not run in the hosting environment. Blackbaud has a roadmap to eventually host specific applications that are strategic in nature.

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Back-end tasks and access

The following considerations focus on tasks owned by the party controlling the back-end of the system.

Blackbaud Hosting Services relieves organizations from responsibility of these tasks by installing, configuring, and maintaining the Blackbaud application and infrastructure on an ongoing basis.

The items below will be handled by the Hosting Services team when your data is hosted with us:

- **Automatic updates:**
 - Indexing of databases and other database routine maintenance
 - Software version upgrades (as released) and software patches (as needed)
- **Blackbaud Management Console** — Blackbaud Hosting Services does not use the Blackbaud Management Console, therefore it is not available. However, all tasks accomplished by the module are either done automatically or by a request to Blackbaud Support. Examples:
 - Ad-hoc backup requests
 - Installing a database, removing a database, or database restoration to a backup
 - Normal database maintenance
- **Other actions available through Blackbaud Support:**
 - Standard product plugins (Knowledgebase plugins)
- **Sample data** — By default, sample data is not included in the hosting environment. Hosted organizations still have the option of loading sample data on a local workstation. Sample data can be installed in the hosting environment as a second database to the production database for a fee.
- **Integrations (The Raiser's Edge® & The Financial Edge™, The Raiser's Edge & The Education Edge™ or Blackbaud Student Information System™, The Raiser's Edge & The Researcher's Edge™, The Patron Edge® & The Patron Edge® Online)** — All integrations are set up and configured as part of the install process by Blackbaud. Any application configurations requiring access to the front-end user interface of the application would be the responsibility of your organization.
- **Direct SQL/DB access** — Not available.
- **Read-Only Database Assistance™/RE:Open™** — Not available

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Application-specific information

Finally, there are differences that exist for specific applications.

- **Organizations hosting both The Raiser's Edge® and Blackbaud® NetCommunity™** — If you are logged into Blackbaud NetCommunity as an administrator and click on a constituent, the hyperlink will be unable to open that constituent record in The Raiser's Edge as it is not running on the local computer where the administrator is working (accessed via Citrix®).
- **Blackbaud NetCommunity and The Patron Edge Online** — Blackbaud will procure and install the SSL certificate for client's site domain. An authorization letter is required.
- **Faculty Access for the Web™ (FAWeb)** — When hosted, FAWeb is deployed with an extra user login which requires a unique username and password. This configuration can be removed with proper authorization.
- **The Patron Edge** — Not hosted at this time. Blackbaud can only host The Patron Edge Online.
- **Volunteer Time System™** — Not supported.

► For more information about Blackbaud Hosting Services, contact your account representative or solutions@blackbaud.com.