Requirements & Frequently Asked Questions

Hosting your M.O.M. solution on your own server can be a costly and time-consuming exercise that takes your attention away from where it should be focused - on growing your business and supporting your customers.

M.O.M. Hosting is the only approved solution that can support your critical infrastructure in a safe, PCI complaint environment that assures 24/7 access to M.O.M.

Enjoy professional IT administration of your M.O.M. software from the team that knows your software best, Freestyle Solutions.

Overview

▶ Requires 12-month hosting commitment

▶ M.O.M. V10 or higher is required

▶ MOM maintenance contract must be maintained through the term of the hosting agreement

▶ Desktop/Internet connection minimum spec:

Desktop minimum:

- 40GB HDD
- 4GB RAM (8G recommended)
- Win8.1 or higher
- Latest version of Chrome, Firefox or Microsoft Edge (no support for Safari)

Internet Connection minimum:

Access to reliable, high-speed Internet connectivity

- Internet connection 20Mbp and higher – NOTE: As additional numbers of users are logged on, you may find the need for a faster connection

Hosted Service Includes

Freestyle's Hosting service is a comprehensive, robust platform that can be sized to fit your needs and includes:

- All hardware, Windows software and associated support for the hosted infrastructure *(not the client's desktop or internet environment)*
- SQL Web as your database
- Range of server options to get your business requirements
- Up to 100GB of back-up storage with backups run every hour
- M.O.M. program update and ACVM update management
- Hosted environment includes:
  - PCI compliant infrastructure with yearly certification
  - Network monitoring, alerts and event logs
  - Enterprise Anti-Virus 24/7/365 server monitoring and emergency response support

FAQs

What is M.O.M. Hosting?

The M.O.M. Hosting service frees your attention to concentrate on running and growing your business while we provide and take care of the technical infrastructure and IT support.

With M.O.M. Hosting, you'll enjoy many cost and time-saving benefits, including:

- No expensive servers to purchase & maintain
- Lowered installed server costs
- Eliminated concerns over server failure & restoration of data
- Hourly backups of your data
- Expertly applied software updates
- No expensive SQL licenses to purchase & maintain
- Security of a PCI compliant infrastructure & monitoring, compliance scans & secure data back up

Where do I log in?

Secure access is handled and managed by a light-weight web client from which you can access and manage M.O.M. from anywhere you have internet access.

SQL Express v Hosting v SQL Standard - what is the difference?

Finding the right solution for your data storage is a key to growth and M.O.M. Hosting will provide you with the solution you need to secure your data and grow. The SQL Web edition provided with the Hosted offering provides access to much higher database capacity and memory than the Express version for a fraction of the cost of SQL Standard.

Do I need to pay for M.O.M. Support/Maintenance?

Yes, you will need to be on support in order to get the benefit of the hosted offering. We can discuss bundling M.O.M. maintenance and an annual Hosting fee.

How long is the Hosting Service Contract?

All contracts are for a minimum of 12 months. The fees are collected monthly, and you can renew your contract each year.

I need to be able to access the SQL database directly to perform updates - will I still be able to do this?

M.O.M. Hosting provides a different level of access to your data. To maintain stability and PCI compliance, you will have read-only access to the hosted db. You will be able to run reports and queries, but you will not be able to write to the db. or change data. Should you require more access, a discussion with our Hosting team can be scheduled.

Any existing stored procedures will need to be set-up and scheduled by the Freestyle Professional Services Team.

Can I install third-party applications on the server?

Our Hosting customers have a wide variety of custom application and reports connected to the hosted environment, and we work with them to review all third-party application requests to ensure PCI compliance.

If I think we have a hardware issue, who do I call?

You continue to call the M.O.M. Support line and they will respond to your issue. In the meantime, our Operations team is constantly monitoring the service for alerts to proactively address any issues before they become a major problem.

In the event of an issue how long will it take to resolve?

We have a comprehensive process to address issues ranging from server restore to simple issues. Our goal is to always provide you with secure reliable 24/7 access to your environment.

There are many safeguards built into the infrastructure that allow us to provide a consistent 99.99% uptime for our customers. We also have multiple forms of backups/restores that can be performed based on the severity of the incident and time constraints. Any issues that may occur are managed with ease and will be invisible to the end user.

For other events such as memory or disk space, usage alerts will be triggered in advance of any major thresholds and dealt with by Freestyle IT Operations in advance of any issue.

In the event of a major outage and the need for a server rebuild, we expect to have the system restored within 90 to 120 minutes.

Is the Hosted Service PCI Compliant?

Yes, the service is fully compliant with PCI 3.2. All monitoring, alerts and threats will be initially handled by Freestyle IT Operations, and we will communicate with you in the event of any business-related actions that are required.

M.O.M. Hosting is the only approved hosting option for M.O.M. users currently available. With round-the-clock security, PCI compliance guaranteed and professional IT administration and support, you can feel confident when you trust Freestyle as your hosting solution.

Don't see your question here?

Interested in learning how M.O.M. Hosting can help your business?

Contact us today at 800-858-3666