DTI

DTI Cloud FAQs

1. **What is DTI Cloud?**

   DTI Cloud is Digital Technology International's cloud computing strategy for providing Software as a Service (SaaS). It includes the hosting and provisioning of application modules and data services, and encompasses the full suite of innovative DTI™ multimedia solutions.

2. **What are the key advantages?**

   DTI Cloud provides reduced cost due to economies of scale, rapid implementation, system scaling on-demand, and more built-in security than any newspaper could normally afford to implement. It also enables media organizations to respond rapidly to the changing demands of digital news publishing, without large up-front capital outlay.

3. **Will our workflow have to change?**

   No. Your workflow will not need to change, but we may be able to suggest improvements in workflow efficiency.

4. **How long does DTI Cloud take to implement?**

   That depends upon the size of the newspaper, however we expect that implementation could be achieved within three months; staff training may take longer, depending upon DTI and the newspaper's available resources at the time.

5. **How do I know it will work for my newspaper?**

   Cloud computing is becoming the norm. Major organizations such as Amazon and eBay base their businesses on cloud computing models. *DTI Cloud* provides the same, or more, features of an on-premise system, but in a secure hosted environment.

6. **How can you guarantee performance?**

   The Service Level Agreement guarantees performance. Network redundancy ensures optimal delivery of all your content, and a high-performance Internet solution uses patented route-control technology to dynamically identify the best path for our applications and your data with a 100% uptime guarantee. DTI has selected Internap's secure datacenters and networks to deliver the optimal hosting environment and high-speed Internet access.

7. **What equipment do I need to install in-house?**

   Apart from two high-speed connections to the Internet (to provide back-up) all you need to install is user workstation hardware with a standard browser, printers and any other peripherals required for use of the system.

8. What training will be required?

Normal user training is required, but very little technical or database training is necessary. DTI manages this for you. In time, training will be self-taught and online.

9. How much will it cost (as opposed to implementing in-house)?

Normally there is no requirement for capital budget, but there is a set-up fee after which service fees are charged over the term of the contract - which is normally three years. We can confirm costs only after a technical audit, and taking into account your volume and application requirements.

10. What is included in the service agreement?

All costs and services are itemized; however if you wish to add or change services, the agreement may be amended.

11. How can I guarantee you will not start raising prices?

The service agreement provides for a fixed price over a fixed term, and DTI is committed to building long-term relationships that provide high value.

12. Will my data be totally secure?

Yes. Apart from the high-security data center where your servers and data is hosted, *DTI Cloud* provides single tenancy which means your data is stored separately from other newspapers' data.

13. What happens if the network fails?

It won't fail. Network redundancy ensures optimal delivery of your content and applications. A patented Managed Internet Route Optimizer™ (MIRO) technology monitors the performance of each Internet backbone, routing your traffic across the best path to provide faster and more reliable content and data delivery than traditional routing methods. Advanced analytics are used to probe and benchmark all known points on the Internet through each bandwidth carrier and continuously adjust the routes that the content uses to reach the end-user.

14. What provision is made for disaster recovery?

Servers, power supplies, generators and networks are fully backed-up. Off-site disaster recovery facilities are available in any Internap location around the world.

15. How are technical problems resolved?

Technical support is available 24/7. DTI experts are always on-hand to resolve technical issues, usually before they become problems.

16. What happens when my disk space becomes full?

You either undertake housekeeping to delete or take data offline, or you add more disk space to your service agreement.

17. How do I integrate solutions within DTI Cloud with my existing systems?

DTI *Liquid Media*™ is a patented integration platform. It enables seamless integration across multiple platforms. Individual requirements will be researched and discussed before a firm proposal can be made.

18. Can DTI Cloud host non-DTI supplied software?

No. Although *DTI Cloud* includes software developed by third parties, they are all tightly integrated into specialized composite programs.

19. What happens if we either buy, or sell, titles?

If you wish to add titles, or users, an amendment will be made to the service agreement. If you sell titles, the *DTI Cloud* service agreement states that permission to transfer a license should not be unreasonably withheld.

20. Can we still send files to remote print sites?

Yes, probably faster and more securely than at present.

21. Does DTI use a single or multi-tenant environment- and what does this mean?

DTI provides *DTI Cloud* under single tenancy, allowing customers more flexibility and security. This provides the ability to deploy on-demand applications with their data stored separately from other customers' data. It also allows DTI to more readily overcome potential concerns stemming from interpretations of USA's current 'SOX' public accounting and other compliance requirements.

In addition to being single tenant, we also provide multi-instance. This means that each installed database will have its own separate copy of the software, rather than different databases sharing the same copy of the software. Beyond the security and compliance implications, the multiple instances allow for flexibility in timing maintenance and upgrades. By maintaining a separate copy of software for each customer, single tenancy will also allow us to more easily perform routine maintenance during the small windows of opportunity allowed by time-critical news publishing. This approach enables us to perform upgrades in a controlled fashion, rolling them out gradually, even individually.

22. Which other newspapers are using DTI Cloud?

We expect our first customers to go-live during the second quarter of 2009.

23. Can I still buy an on-premise solution from DTI?

Yes. However due to the many advantages, DTI believes that cloud computing (and SaaS) will become the norm in the industry.

24. What is the next step?

Talk to your DTI regional sales manager or any of the *DTI Cloud* team at info@dtint.com.