Adobe Connect,

Can Be Deployed In Three Distinct Ways:

ConnectSolutions™

Adobe Hosted
A multi tenant offering, deployed, managed, and supported by Adobe

Adobe Connect Managed Services (ACMS)
A service managed by Adobe, using Amazon Web Services (AWS)

CoSo Suite for Adobe Connect
A managed private cloud, purpose built for Adobe Connect online collaboration

• CoSo for Adobe Connect is responsive, comprehensive, and flexible.

• With CoSo you can tailor your Adobe Connect Solution to your unique business needs.

• Customizations can include single sign-on (SSO), Learning Management Systems (LMS) integrations, Reporting Service integrations, CRM integrations, and Adobe Connect Central User Interface customizations.

Adobe Connect

Purpose-built for the virtual classroom, our Adobe Connect solution is responsive, comprehensive, and flexible. And because it's privately deployed in the CoSo Cloud, you know it offers rock-solid reliability. With our dashboards and reports providing a broad range of success metrics along with our premium services and specialized tools, you get unique insight into everything that occurs in your private cloud.

Features and Capabilities	Adobe Hosting	ACMS	MeetingCloud
Infrastructure	Multi-tenant	Single-tenant	Single-tenant
Uptime SLA	99.99%	99.95%	99.99%
FedRAMP	○	●	●
Full Connect Feature Set	◐	●	●
24x7 Onshore Support	○	○	●
Version Flexibility	○	◐	●
Customization Capability	○	◐	●
Real-Time Reporting & Analytics	◐	◐	●
Program Management Included	○	○	●
Single Sign-On Integration Included	○	○	●
Staging Sever Included	○	○	●
License Ownership	○	○	●
Data Retention	○	○	●

Adobe Connect / Deployment Options

Our customer success team partners with you to customize and integrate Adobe Connect, delivering top value to ensure your success!

Single-On Integration
ConnectSolutions includes support for SAML 2.0 SSO and Google Open ID integration.

Upgrades on Customer Schedule
ConnectSolutions customers can elect to run on the Adobe Connect software version that best fits their needs. Customers are advised on suitability of upgrades, but the decision and timing of upgrades are at the customer's discretion.

Customer Reporting
ConnectSolutions will work with you to scope and create a customized reporting solution for you.

Real-Time Analytics
ConnectSolutions can provide you with real-time access to uptime, system usage and SLA analytics.

Database Redundancy with Failover
ConnectSolutions provides full database redundancy as an extended level of assurance.

Staging Server
ConnectSolutions Enterprise Package includes a staging server instance. It can be used for testing of on-demand content and curriculum prior to company-wide release. It also can be used to test the latest Adobe Connect software version before committing to upgrade. ACMS provides the same staging environment for $40,000 list.

Firewall Appliances
Redundant firewall configuration offers your business maximum protection.

Program Management
Enablement services allow you to accelerate the time it takes to achieve your business goals. Program management can assist you in gaining product knowledge, identifying best practices for each use case, and building a solution and support strategy that allows optimum growth and success. ACMS provides a limited service called Technical Account Manager (TAM) which lists for $60,000 per year.

Database Redundancy with Failover
ConnectSolutions provides full database redundancy as an extended level of assurance.

Continued Engagement and Roadmap Planning
As a customer, ConnectSolutions can work with you to revisit your initial use cases and solution strategy. They can jointly make any necessary updates as your goals change or as product upgrades dictate.

Security
ConnectSolutions comprehensive security capabilities extend to provide the Adobe Connect environments for ultra-demanding customers worldwide. Please see ConnectSolutions White Paper on Security for additional detail.

Service Level Agreements
ConnectSolutions provides a 99.99% SLA and a dashboard tool to allow constant access to real-time stats, and visibility into maintenance periods.

Why Connect Solutions

ConnectSolutions (CoSo), a Microsoft Gold Certified Partner and Adobe Gold Solution Partner, is the trusted private-cloud solutions provider for Microsoft Skype for Business and Adobe Connect. With more than 8 billion minutes of cloud collaboration delivered, CoSo products, services, and unrivaled expertise are relied upon by mid-market businesses, global enterprises and government agencies to deliver a superior customer experience in the deployment and ongoing management of mission-critical collaboration solutions.

ConnectSolutions™

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