

ProHost 2.0 FAQ

Q: What are some of the key benefits to us, as a customer, of moving to the cloud?

A: You can focus on being a media company, not an IT shop. Forget about replacing servers, upgrading operating systems, and working on complicated backup and disaster recovery plans. We will take care of all that for you. Your software will always be up to date. Your data will be safe and secure. You will be less prone to hacks. And you will save money when you look at the total cost of ownership.

Q: Will there be an accessibility risk if our Internet goes down?

A: Transitioning to the cloud does mean that you have a dependency on the Internet. However, the fact is that business-class Internet connections are extremely reliable, and downtime is both rare and short-lived. While we don't wish to ignore this risk, we ask you to assess for yourself how big it is, and we believe you will come to the conclusion that it's acceptable.

Q: What about security? Who will have access to our data?

A: In many ways, your security will actually be strengthened with ProHost 2.0. Our cloud provider, Amazon, has an exceptional track record for security, and we take full advantage of their tools for locking down access to your applications and information. Your data will be stored securely in the cloud, and you can sleep easily at night knowing that it is properly managed. Extensive security measures are taken to ensure that only authorized employees have access to your systems and information.

Q: How much bandwidth do we need?

A: This is a difficult question to answer, as every situation is different. However, a mid-range Internet connection, such as 100Mbps download speed and 20Mbps upload speed, should be more than enough for the average case.

Q: What is the difference between ProHost 1.0 and ProHost 2.0?

A: For several years, we have offered ProHost 1.0, which is essentially a local setup of our applications, but with your physical server hosted in an external data center. ProHost 2.0 is fundamentally different in that the Myers applications run in a virtualized cloud environment, with servers provisioned on the fly. This creates a much more efficient and dynamic runtime environment, allowing us to provide you with better service.

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Q: Is your solution single-tenant or multi-tenant?

A: With our first rollout of cloud-based applications, the architecture will be single-tenant. In other words, each customer will have their own dedicated server(s) in the cloud, with dedicated URL's, to which only they have access. At some point in the future, we will move toward a multi-tenant architecture, meaning that there will be shared resources accessed via common URL's, which all customers will use as their starting points.

Q: Can we still integrate ProTrack with all of our other media systems?

A: Yes. When you sign up for ProHost 2.0, we will ship you the Myers Edge Device which is a lightweight piece of hardware that controls data flow between a station's network and the ProHost 2.0 environment. The edge device will have the ProTrack Agent pre-installed which will provide out-of-the-box integrations with some of the most widely deployed technical systems, and will work with you to add to that list and create custom solutions where required.

Q: Will it be complicated for us to migrate to the cloud?

A: Maybe, if you have a complex setup with many integrations. However, we are here to help! As a starting point, we have put together a Migration Guide that outlines the steps required for a successful migration.

Q: What kind of network configuration does ProHost 2.0 require?

A: Nothing special, which is one of its big advantages. All of your data, as well as the applications, are hosted on AWS and accessible via standard web browsers. In terms of integration with local services, all that is required is a small piece of software, the Myers Agent, to run inside your network. The Agent only communicates outward, and there is no need to open a port in your firewall for incoming requests. Customers who use the desktop version of ProTrack will also need to install the client software that enables this, which uses outgoing SSH (secure shell) connections to communicate with the ProHost server.