

Fischer International Identity
BUILT FOR BUSINESS... YOURS™

Fischer Identity as a Service™
Frequently Asked Questions

Fischer Identity as a Service™ solutions are offered under multiple delivery models, Software as a Service (SaaS), Single-Tenant Hosted, and Fischer Administration. Answers to FAQs depend on the delivery model chosen. Each delivery model is briefly described below, followed by the FAQs.

- SaaS includes multi-tenant hosting and Fischer Administration
- Single-tenant hosting can be administered either by the client organization or can be combined with Fischer Administration
- Fischer can perform Administration for a single-tenant hosted solution or for an on-premise solution (by working remotely from the client organization)

Delivery Model	Where Solution Runs	Who Administers
On Premise	Client	Client Fischer Administration
Single-Tenant Hosted	Fischer	Client Fischer Administration
SaaS	Fischer	Fischer Administration

1. What is included in the Identity as a Service™ model?

SaaS Answer: Fischer delivers and manages its identity management solution as a SaaS application. The solution is run in a high-availability SAS 70 Type II data center and includes hardware, software, and maintenance as well as personnel to perform administration, troubleshooting and planning for maximized uptime. The SaaS solution includes upgraded software. Professional services to upgrade the software can be added. As part of solution implementation, Fischer provides a best-practices implementation of the solution to minimize any problems. Client organizations get uninterrupted operation and predictable costs so they can dedicate their efforts to manage critical applications and processes.

Single-Tenant Hosted Answer: Fischer hosts the client's identity management solution in a high-availability SAS 70 Type II data center and includes required hardware and software. As part of solution implementation, Fischer provides a best-practices implementation of the solution to minimize any problems. Fischer does not provide any administration unless the client also contracts for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Fischer Admin provides a specified number of days of administration per month to perform any administrative task required. Additional work is available at the daily rate or the client may opt to change the contract to provide additional hours each month. The solution can be run in the client organization's site or it can be hosted by Fischer.

2. When a client adds new applications or changes its business rules, who performs the work?

SaaS Answer: Fischer makes all administrative changes to the solution and includes a limited number of hours per month in the base SaaS charges for client-requested changes.

- For any client-requested changes in excess of the included hours, client incurs charges at Fischer's daily rate.
- No identity administrative training is required as clients do not have access to administrative functions of the identity solution. However, when a problem occurs, client personnel are needed to work with Fischer administrators to determine if the problem is caused by communication or by a connected system or application. Client personnel could also be required to help assess other problems as the client possesses all pertinent information about some types of problems. Client personnel also support their hardware and non-Fischer software (operating system, web server, application server, etc.) for the Global Identity Gateway.
- The client performs all user management, i.e., using the Fischer self-service user interface to add, remove and modify user profiles as required. In cases where user changes are automated based on changes to client systems, the client is responsible for all administration of its own systems.

Single-Tenant Hosted Answer: The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Fischer Admin provides a specified number of days of administration per month to perform any administrative task required. Additional work is available at the daily rate or the client may opt to change the contract to provide additional hours each month.

3. What is Fischer's availability of Fischer consultants to perform after hours production changes?

SaaS Answer: Fischer supports the solution 24/7. Requests can be placed anytime. Implementation of changes can be planned for mutually agreed non-business hours. Planning for non-emergency changes typically occurs during normal business hours.

Single-Tenant Hosted Answer: The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Fischer Admin is available 24/7 for any emergency administration. Requests can be placed anytime. Implementation of changes can be planned for mutually agreed non-business hours. Planning for non-emergency changes typically occurs during normal business hours.

4. How do client organizations submit change requests to Fischer?

SaaS Answer: Authorized client representatives can submit change requests via email, fax or by calling Fischer Technical Support. Other than simple, routine requests, a discussion is normally required to confirm the exact meaning of a request.

Single-Tenant Hosted Answer: The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Same as SaaS.

5. Who receives change requests at Fischer?

SaaS Answer: Fischer's Technical Support organization receives all change requests. All change requests must be submitted and signed by an authorized client representative.

Single-Tenant Hosted Answer: The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Same as SaaS.

6. What is the turnaround time for a change request?

SaaS Answer: Fischer typically plans changes for scheduled maintenance periods. The turnaround time to implement a change request depends on the client's priority, the level of complexity, as well as the timing of when changes are acceptable to the client, e.g., not within business hours, etc. Also, in order to assure SLAs, Fischer plans all changes to not negatively impact SLAs. Of course, every effort is made to accommodate client requests for timing of changes, but clients are urged to plan changes as far in advance as possible to assure that the timing of changes will be acceptable.

Single-Tenant Hosted Answer: The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: The turnaround time to implement a change request depends on the client's priority, the level of complexity as well as the timing of when changes are acceptable to the client, e.g., not within business hours, etc. This option is more flexible than SaaS because the client's solution is in a single-tenancy model, so the client has full control over when any changes are made to the system.

7. What happens if the Fischer server fails, and is the client notified of outages? How?

SaaS Answer: Because the solution runs in a high-availability environment, having a server (or two or three) go down means that the solution can continue working. In the unlikely event that a failure causes a solution outage, Fischer personnel will make every effort to resolve the problem as quickly as possible. If it appears that an outage could have a significant duration, then Fischer will phone the client.

Single-Tenant Hosted Answer: Same as SaaS, though the scope is different. If the underlying hardware or system software failed, then Fischer would act; however, Fischer has no access to the client's actual solution unless granted to Fischer.

Fischer Admin (Hosted or Remote) Answer: In this option, the solution could be hosted by Fischer or it could be running at the client location, in which case nothing would be down at Fischer's end. For remotely hosted solutions, Fischer notifies the client by phone. For hosted solutions, same answer as SaaS.

8. Does Fischer guarantee up time?

SaaS Answer: Yes. Fischer guarantees 100% uptime for the time the solution is scheduled to be available.

Single-Tenant Hosted Answer: Yes. Fischer guarantees 100% uptime for the infrastructure that it provides, but cannot make any uptime guarantees for the client's solution unless Fischer also administers the solution.

Fischer Admin (Hosted or Remote) Answer: When Fischer hosts the solution and performs the administration, the answer is the same as SaaS. Fischer cannot make any uptime guarantees for solutions that it does not host.

9. Does the client have direct access to Professional Services personnel for any change requests?

SaaS Answer: All change requests are received by Technical Support. When additional information or confirmation is required, Professional Services contacts the client.

Single-Tenant Hosted Answer: No. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Same as SaaS.

10. Does the solution include consulting for business process strategy?

SaaS Answer: Fischer SaaS includes a number of hours per month for any client requests. Client organizations can choose to include Fischer Professional Services personnel in business process strategy sessions at the standard daily rate.

Single-Tenant Hosted Answer: No. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: No. Fischer Admin is to administer the solution. Client organizations can choose to include Fischer Professional Services personnel in business process strategy sessions at the standard daily rate.

11. Does the solution include Fischer Services personnel and Fischer Development personnel?

SaaS Answer: Fischer provides appropriate staff and expertise to meet SLAs for Identity as a Service™ as well as for accommodating change requests.

Single-Tenant Hosted Answer: N/A. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: N/A. Fischer provides administrators as part of this service.

12. Does Fischer have a standardized approach for handling change requests?

SaaS Answer: Fischer has adopted a best-practices approach to planning and implementing changes to the SaaS environment including onboarding new clients as well as making additional changes to client environments. For system changes, clients are notified in advance about any scheduled maintenance periods that will affect availability. Identity as a Service™ segregates client environments so that they don't impact each other. Fischer also plans changes within each client environment to minimize any impacts and to keep the clients informed about the anticipated impacts of any planned changes so the clients can help determine the best timing for implementing their requests.

Single-Tenant Hosted Answer: N/A. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Yes. Fischer plans changes to minimize any impacts of the change and to keep the client informed about the anticipated impacts of any planned changes so the client can help determine the best timing for their changes.

13. Does Fischer use the same support policy for SaaS clients and on-premise clients?

SaaS Answer: No. The level of support provided for SaaS is much more complete than the level of support provided for on-premise clients who are administering their own solutions. For SaaS, Fischer performs administration and trouble shooting for the solution as well as for its high-availability complex and the communication between Fischer and the client organization. Fischer also coordinates and performs fixes to problems for SaaS clients.

Single-Tenant Hosted Answer: Yes. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Yes, but since Fischer performs the administration, it can coordinate resolution activities more quickly and easily.

14. Is the client organization permitted to access any administrative panels?

SaaS Answer: No. Client personnel do not have access to any administrative functions with one exception: authorized client representatives can be permitted to securely enter the administrative credentials of connected systems so that no one within Fischer knows the credentials.

Single-Tenant Hosted Answer: Yes. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Same answer as SaaS.

15. Does Fischer monitor the solution so that when an exception occurs, it can immediately start addressing the problem, or does it wait for the client to call to report the problem, e.g., data exception, workflow failure for logical reasons, incorrect HR data, etc.?

SaaS Answer: Fischer uses a best-practices approach to solution design so that for most problems, Fischer personnel are automatically notified about the problem and typically know about problems

before the client is aware of them. As part of the troubleshooting, Fischer generally needs to involve a client representative to help determine whether the problem is related to a solution component, related to communications or related to a problem with a connected system. Fischer Professional Services can also assist the client on a time & materials basis with correcting problems not within the scope of the defined solution.

Single-Tenant Hosted Answer: N/A. The client organization's trained administrators make all administrative changes unless client has also contracted for Hosted Administration.

Fischer Admin (Hosted or Remote) Answer: Fischer uses a best-practices approach to solution design so that for most problems, Fischer personnel are automatically notified about the problem and typically know about problems before the client is aware of them. As part of the troubleshooting, Fischer generally needs to involve a client representative to help determine whether the problem is related to a solution component, related to communications or related to a problem with a connected system. Fischer Admin provides a specified number of days of administration per month to perform any administrative task required. Additional work is available at the daily rate or the client may opt to migrate to a contract that provides additional hours each month.

16. How should client organizations choose the delivery model(s) that best fit their requirements?

Fischer recommends that organizations choose their Identity as a Service™ delivery option by addressing the following questions:

- a. Does the organization have a preferred method for procurement and support of new applications? – the organization's preferred procurement method is often the path of least resistance when acquiring additional solutions.
- b. Are uptime guarantees important? – if uptime is critical, SaaS or hosted with Fischer Admin are the best options.
- c. How much control is required regarding the timing of system changes? – if timing of system changes is critical, then hosted or on-premise are the best alternatives since the client controls the timing of all changes.
- d. How much hardware and system software would the organization need to purchase and support if an on-premise model is chosen? – if the organization needs the level of high availability and redundancy provided by Fischer SaaS or hosting, the total costs could be lower with SaaS or Fischer hosting.
- e. How many people would the organization need to hire or train to support the hardware, system software and Fischer IdM solution? – if additional personnel must be hired, Fischer Admin and/or Fischer hosting can be the best alternatives.
- f. How important is total cost of ownership? – SaaS typically has the lowest total costs.
- g. Does the organization prefer capital or operating expenses?
 - SaaS and Fischer Admin alternatives qualify as operating expenses.
 - On-premise and hosted alternatives qualify either as operating expenses or as capital expenses depending on whether subscription or one-time payment options are chosen.

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