



MangoApps Deployment Choices

Comparison Guide

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1. MangoApps Deployment Overview

MangoApps gives its customers the flexibility of deploying in the cloud and on-premise. From a functionality perspective, the two deployment choices are identical. However, on-premise deployments run inside your data center on hardware provided by you. You control and manage all aspects of the service. On the other hand with cloud deployments you have a choice of multi-tenant, which is the MangoApps shared cloud offering with hardware and processing power shared with multiple companies vs. private cloud where we create a dedicated, high-availability, setup to run your instance of MangoApps only. Both cloud deployment choices are hosted on AWS infrastructure and MangoApps manages the service for you, including data backup, disaster recovery and provides a 99.99% availability guarantee.



Multi-Tenant Hosted

Data Centers in the US,
Ireland, Germany, Asia,
Australia, & Latin America



Single Tenant Hosted

Data Centers in the US,
Ireland, Germany, Asia,
Australia, & Latin America



On-Premise

Use your Data center

2. Comparison Matrix

Each deployment model is a representative of a specific environment and is distinguished on different dimensions from ownership, agility, scalability, security, cost savings, access, storage and more.

Comparison Dimension	Multi-Tenant Cloud	Single-Tenant Cloud	On-Premise
Environment	Compute resources shared by multiple companies. Logical data separation to ensure secure and private access.	Compute resources setup for use by one company only. Data is physically separated for each customer.	Your companies compute resources are used. Data is stored in your company's premise.
Ownership of Service Availability	MangoApps has the ownership with 99.5% service availability guarantee.	MangoApps has the ownership with 99.7% service availability guarantee.	IT department of your company has this ownership.
Data Center Location	Choice of 6 data center locations based your country and business compliance requirements Data center options are: United States, Ireland, Germany, Asia, Australia and Latin America.	Same as Multi-Tenant Cloud	Inside your company's network.
Resource Sharing	Server hardware and storage resources shared by multiple companies.	Virtualized hardware and storage resources are dedicated to the use of a single company.	Depends on the IT department of your company.
Storage	Database (MySQL) and File storage (AWS S3) managed by MangoApps.	Same as Multi-Tenant Cloud	Database (MySQL) and File storage (SAN/Box/S3) managed by your IT Department
Scalability	MangoApps managed.	MangoApps plans & manages required resources	Depends on the IT department of your company.
Infrastructure Security	Secured by AWS IT infrastructure – including data encryption at rest, deep visibility and alert notifications via AWS Cloud Watch and access policies setup via AWS IAM	Includes everything from Multi-Tenant Cloud + Strict physical separation of one company's data from another.	Depends on IT department of your company.
Application Security	MangoApps comes in-built with layers of security that runs deep which includes SSO, logical firewalls, password policies, session management, secure	Includes everything from Multi-Tenant Cloud + Dedicated VPN only access to MangoApps as an option.	Same as Multi-Tenant Cloud.

	connections over HTTPS, encrypted email transport, 2FA & more. For a list of application level security items please visit - http://tinyurl.com/h5aehn5		
End User Performance	<ul style="list-style-type: none"> - 2-4 seconds average read and write time from primary office location (signup on the closest data center) - Remote offices access time varies depending on their location and network speed - No multi-zone setup for remote offices 	<ul style="list-style-type: none"> - 2-4 seconds average read and write time from primary office location - Remote offices access time varies depending on their location and network speed - Multi-zone setup option available for faster access from remote offices 	Dependent on your internal network speed.
Web Portal Vulnerability Assessment & Penetration Testing	<p>Vulnerability assessment done in-house before a major release of the software. Vulnerabilities that are in the top 10 list by OWASP, which have a security risk of high or above are addressed prior to release of software.</p> <p>Penetration testing done based on customer request.</p>	Same as Multi-Tenant Cloud.	Same as Multi-Tenant Cloud/
Certifications	<p>MangoApps benefits from the following AWS compliance & certifications:</p> <ul style="list-style-type: none"> • SOC 1/SSAE 16/ISAE 3402 • SOC 2 • FISMA Moderate • PCI DSS Level 1 • ISO 27001 • International Traffic In Arms Compliance • FIPS 140-2 • HIPAA • CSA • MPAA 	<p>MangoApps benefits from the following AWS compliance & certifications:</p> <ul style="list-style-type: none"> • SOC 1/SSAE 16/ISAE 3402 • SOC 2 • FISMA Moderate • PCI DSS Level 1 • ISO 27001 • International Traffic In Arms Compliance • FIPS 140-2 • HIPAA • CSA • MPAA 	Depends on your company's IT infrastructure compliance & certifications/
Ability to Customize	Web portal customization & company branding available. Mobile (iOS & Android) and	Includes everything from Multi-Tenant Cloud + Customization/branding of	Same as Single-Tenant/Private Cloud

	Native Clients (Windows & Mac) branding options also available.	email notifications from MangoApps to your employees.	
Integrations with Cloud Services & Enterprise Systems	All MangoApps Integrations listed here are supported - http://tinyurl.com/jcz2vfg with the exception of <ul style="list-style-type: none"> - SAN as file storage - Box as file storage - Share Point server - Seibel 	Includes everything from Multi-Tenant Cloud + Integration with <ul style="list-style-type: none"> - SAN as file storage - Box as file storage - Share Point server - Siebel 	Same as Single-Tenant/Private Cloud
Export Network, Users, Teams data from Admin UI	Available	Available	N/A/ (all data is already stored on your setup)
Software Release / Upgrades	<ul style="list-style-type: none"> - MangoApps releases 2 major upgrades in a year to all Multi-Tenant cloud customers. - 1 minor/patch release is released every 4-8 weeks. - More information available here - http://tinyurl.com/z5epg2b 	<ul style="list-style-type: none"> - MangoApps releases 2 major upgrades every year to it's single-tenant/private cloud customers. - Customer has an option to skip a particular major upgrade and go directly to the next. - MangoApps deployment team takes care of doing the upgrade and certifying it. - More information available here - http://tinyurl.com/z5epg2b 	<ul style="list-style-type: none"> - Same as Single-Tenant - Access to your on-premise MangoApps server from MangoApps deployment server is required for the duration of the upgrade). - More information available here - http://tinyurl.com/z5epg2b
Backup & Restore	Full customer data backup for up to 31 days.	Same as Multi-Tenant Cloud.	Depends on IT department of your company.
Disaster Recovery	To ensure comprehensive disaster recovery plan, MangoApps takes the following steps: <ul style="list-style-type: none"> - Full, nightly backup of the database for 31 days (managed and stored by AWS RDS service). - Files uploaded to MangoApps are stored on AWS S3 which provides 99.999999999% durability - Full server configuration 	<ul style="list-style-type: none"> - Same as Multi-Tenant Cloud. - Optional nightly backup of files to a different S3 bucket available 	Depends on IT department of your company. <ul style="list-style-type: none"> - MangoApps provides scripts to create nightly backup of the database

	<p>and source code stored in configuration management system (managed by MangoApps on AWS servers).</p> <p>The rest of MangoApps is a stateless service. In case of a disaster, the entire system can be recreated from the 3 data components above.</p>		
Setup & Onboarding	<ul style="list-style-type: none"> - Self Signup on www.mangoapps.com - Integrated onboarding help videos - Private demo/training available on request - Onboarding site access https://onboarding.mangoapps.com/ 	<ul style="list-style-type: none"> - Your own domain name (e.g. my.yourdomainname.com) - Integrated onboarding help videos - Private demo/training to all private cloud customers - Onboarding site access https://onboarding.mangoapps.com/ - Customer has option to have 2 setups - staging and production - Business associate agreement (BAA) can be signed on request (min. 100 users) 	Same as Single-Tenant/Private Cloud.
Change in Deployment Option in Future	<ul style="list-style-type: none"> - Can move to private cloud or on-premise with data migration option - Setup fee applies. 	<ul style="list-style-type: none"> - Can move to on-premise with data migrated from private cloud - Setup fee applies. 	<ul style="list-style-type: none"> - Can move to private cloud with data migrated from on-premise setup - Setup fee applies. - Can move to shared cloud without data migration
Access to Application Logs, Direct Database Access etc.,	Not available	<p>Available on request</p> <ul style="list-style-type: none"> - Available logs: Apache Web server & MangoApps server access log - Database read-only access from select IP addresses 	Available
Customer Support & Account Management	<p>Standard support</p> <p>More details are here - http://tinyurl.com/j5osk2p</p>	<p>Priority support with dedicated account management.</p> <p>More details are here - http://tinyurl.com/j5osk2p</p>	<p>Same as Single-Tenant/Private Cloud.</p> <p>More details are here - http://tinyurl.com/j5osk2p</p>

Professional Services	Available on request	Available on request	Available on request
Licensing Model	Per user licensing model. Monthly & annual plans available. Minimum 10 users licenses. More information available here – http://tinyurl.com/jl5yfq4	Per user annual licensing model. Minimum 100 users licenses. More information available here – http://tinyurl.com/jl5yfq4	Perpetual/One-time licensing model. More information available here – http://tinyurl.com/jl5yfq4

3. Conclusion

MangoApps gives the flexibility of choosing a deployment model to all it’s prospects along with consultation in deciding which option works best based to meet their business and IT requirements. Additionally all existing customers have a choice to make a change of deployment option in future if there business/IT requirements change.