100%

In a recent customer satisfaction survey our hosted customers gave us a score of 100% for reliability, speed of response, resolution of query and courtesy.

Web Based

All Redkite systems are web based and can be accessed by authorised users at an appropriate level via a web browser. All standard web browsers are supported.

Free Hosting Service

Redkite Systems offer a FREE hosting service. Rackspace plc take care of our managed servers and these are supported on a 24 x7 x365 basis with a guaranteed uptime of 99.99%.

Your system is managed by ourselves and we supply all necessary SQL Server licences.

Your system and information is backed up incrementally on a daily basis with a full back-up every week. Back-ups are stored for 2 weeks.

Your data is protected with a Cisco systems firewall and is encrypted using Thawte 128 SSL.

The software and hosted server meet rigorous penetration testing standards.

You will be supplied with a unique system which is not shared by any other customer.

We provide a portal to allow easy access to your systems and up-to-date on-line User Guides.

Adobe Reader and MS Excel or similar will need to be installed on workstations for report generation.

There is no restriction on the amount of information you can store on standard systems.

There is no restriction to the number of users within the scope of your contract.

Non-hosted supply

Whilst we highly recommend using the FREE web hosting service, we can supply our systems to be installed onto your own web server, if preferred. To do this we will request a remote data connection (VPN link or similar) which will allow the installation of the system (software and SQL Server database) without the need for a site visit.

The modules are supplied as compiled .dll files which link to the SQL Server data base using a series of connection strings embedded in an .ini file. The .ini file is encrypted.

All modules are MS Windows based and require IIS to be running on the web server.

Adobe Reader and MS Excel will need to be installed on workstations for report generation.

Redkite Systems do not supply hardware or recommend any particular system. We can however supply the specification of our hosted web server.

Support

Redkite Systems provide telephone support 09.30 – 16.30 (UK time) Monday to Friday except on UK bank and public holidays.

Emails requesting support that are received 'out of hours' are usually responded to on the next working day at the latest.

Extended hours support can be made available, if required.

User Group

Redkite Systems has a pro-active User Group which meets on a regular basis to discuss system developments. A User Group forum is also provided via LinkedIn.