



Adobe® Connect™ Managed Services

Outsource IT management to Adobe web conferencing experts—while retaining the control, security, and customization benefits of an on-premise deployment

Adobe Connect Managed Services
ACMS simplifies your web conferencing IT management through key benefits such as:

- Rapid deployment and scalable capacity
- Private and secured environment, meeting HIPAA, ISO27001, and other compliance requirements
- Customizable integrations
- Flexible maintenance and upgrade schedules

Adobe Connect is the market-leading enterprise solution for web meetings, eLearning, and webinars. Using Adobe Connect, you can engage your audience with rich interactive experiences—virtually anywhere and on almost any device. Adobe Connect can be deployed on-premise, as an on-demand (multi-tenant) service, or as a managed (single-tenant) service. Adobe Connect Managed Services (ACMS) is a clear solution for large organizations seeking rapid deployment, scalable capacity, and reduced complexity in a highly private and secure environment.

Adobe Connect Managed Services provides the best of two solutions—expertly managed

ACMS combines the benefits of a highly secure, deeply customizable, and finely controlled on-premise web conferencing solution with the rapid deployment and scalability of a cloud-hosted solution—all expertly managed by Adobe. The rich customization, upgrade control, and rapid scalability features appeal to large enterprises and public organizations seeking a highly tailored solution. As a managed service, the ease of deployment and maintenance take the burden off of strained IT resources, allowing you to focus on core IT issues and reduce further service requirements.

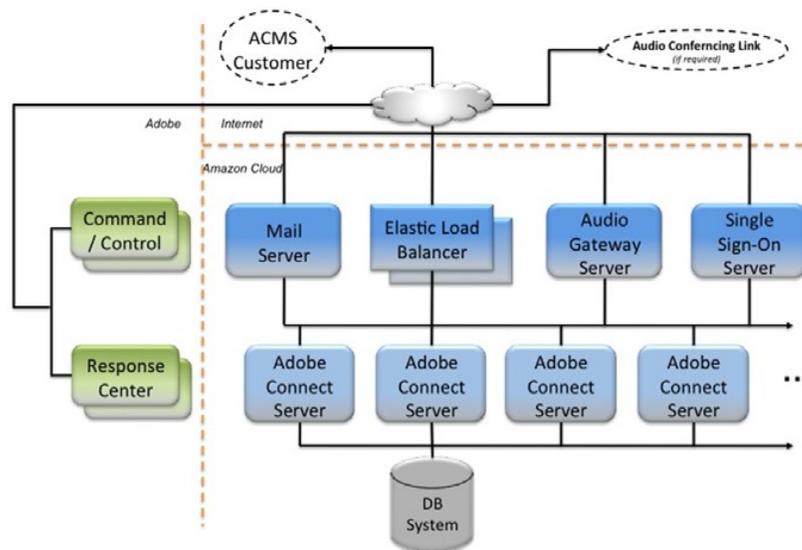
Dynamic cloud infrastructure enables rapid deployment, scalability, and reliability

A consistent and reliable Adobe Connect web conferencing experience accelerates business and improves interaction among participants. ACMS offers single-tenant clusters hosted on the Amazon Elastic Compute Cloud (EC2), enabling rapid deployment and the agility of auto-scaling. Using the cloud infrastructure enables ACMS customers to easily deliver large meetings and maintain a high-quality web conference experience. The cloud architecture, managed by ACMS, means no additional capital hardware or software is required. The cloud also enables customers to maximize IT investments and eliminate additional capital expense of servers that are only necessary during peak demand.

The dynamic IT structure of ACMS offers:

- A 99.9% service availability to accelerate your business and provide a consistent and reliable experience for web meetings, webinars, and eLearning
- 24/7 Network Operation Center (NOC) where product experts monitor and manage your entire Adobe Connect service—freeing IT resources to focus on your business
- Auto-scaling to automatically expand Adobe Connect servers as load increases, while maintaining full performance
- Geographical and logical redundancy, automatic backup, and multimode disaster recovery models help ensure reliability and contingency management—solving the complexity and management of on-premise backup solutions

ACMS Deployment Model



Adobe Connect experts monitor, control, and manage the entire Adobe Connect Managed Service and cloud infrastructure. Adobe Connect servers can automatically expand, as needed, enabling rapid accommodation of large numbers of concurrent Adobe Connect participants.

A private and secure environment, supporting compliance with HIPAA, ISO27001, and other requirements

ACMS protects your Adobe Connect service and data with strong security features, including physical security, network control, user access control, and data encryption.

ACMS security features include:

- Unique user logins to manage access to Adobe Connect. Special root access is made available only during system test and development rollout
- Single tenant cluster architecture to isolate and protect data in AES 256-bit encryption
- Network security options (e.g. IP and port level filtering) are available to restrict incoming traffic
- SAS 70 security definition and compliance, as well as ISO27001 conformity, relieves the burden and complexity of meeting and maintaining IT security requirements
- Physical access barriers to prevent unauthorized access to data centers

HIPAA Compliance

Organizations in the U.S that process or store protected health information (especially the healthcare industry) are required to comply with the Health Insurance Portability and Accountability Act (HIPAA). HIPAA sets forth a set of security and privacy standards that must be followed by organizations that create, maintain, transfer, use, or disclose an individual's protected health information (PHI).

There are several components to HIPAA, including privacy rules, security rules, and breach notification obligations, all of which are enforced by the US Dept. of Health and Human Services. Requirements to comply with HIPAA extend not just across organizations that provide treatment or operations in healthcare, but also to their vendors, service providers, or contractors with access to, or providing support for processing or storing protected health information (including services such as video or web conferencing that may be processing or hosting protected health information).

ACMS is HIPAA compliant, with the required administrative, physical, and technical safeguards in place, including deployments that run on dedicated hardware and are not shared with any other customers. Adobe will enter into the necessary HIPAA Business Associate Agreement (BAA) with organizations who require a HIPAA compliant web conferencing service.

For specific details on ACMS security, see the ACMS Security solution brief [here](#).

Customizable interfaces ease back-end integrations, reducing complexity and cost

ACMS customers are able to customize the Adobe Connect environment for authentication protocols, back-end applications, and unique system requirements. While ACMS customers are able to realize cost-effective IT resource use, web conferencing participants and organizations benefit from the ease of a seamless and integrated platform. The ACMS solution supports most Single Sign-On (SSO) formats in addition to the LDAP application protocol. The ACMS interface also simplifies deep integrations with applications such as Learning Management Systems (LMS), as well as many in-house Video Conferencing (VTC) systems.

During provisioning, ACMS customers also have access to a skilled Adobe Customer Success Engineer for assistance with integrations and bringing the service from provisioning to production.

Choice of upgrade and maintenance window schedules

Training requirements, user interface appearance, stability, and special features can often drive a need to control an Adobe Connect update schedule. Maintenance windows may also occur at inconvenient times and disrupt web conferencing users. ACMS allows its customers to plan for Adobe Connect service updates and maintenance windows to occur on your schedule. In addition, Adobe's Platinum Support, which includes Adobe installation for new releases of Adobe Connect services and direct access to Adobe's team of managed service specialists, comes standard with ACMS. Adobe's staging server also allows customers to test and verify the installed update with a cloned version of their system, helping to ensure quality service on the production server.

For more information

Solution details:

www.adobe.com/products/adobeconnect



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