HOSTED VS. NON-HOSTED: WHAT'S THE DIFFERENCE?

blackbaud™
Application Hosting

	Hosted	**Non-Hosted**
Location	Your applications are run in Blackbaud's state-of-the-art data centers (US and International clients will either be in our Boston/Cambridge or Irvine/Orange County data centers; Canadian clients will be in our Vancouver data center). Additional benefits of hosting your applications with Blackbaud can be reviewed here.	Your applications are run locally on your database servers.
Access	Your applications are accessible anytime, anywhere via the Internet (using Citrix).	Your applications are accessed via your local computer in your office.
Platform	You can access your application on both PCs and Macs.	Access is available on PCs (MACs are not supported).
Browser Compatibility	Because you are accessing your application via the Internet, you need to use a supported Internet browser. Supported browsers include: Internet Explorer 6.0 - 8.0, Mozilla Firefox 1.0 – 3.0. Safari (for Macs) is not supported. Further System Requirements can be reviewed here.	Because you are not accessing your application via the Internet, a browser is not required.
Software Installation	An installation of the Citrix Client is required to access the application.	The full software suite has to be installed to access the application.
Hosting Timeouts	The Hosting (Citrix) portal will timeout after 15 minutes of inactivity.	N/A
Application Timeouts	Your applications will timeout after 60 minutes of inactivity. This inactivity timeout period can be temporarily increased, if needed.	Your applications will timeout after 60 minutes of inactivity. These timeout periods cannot be adjusted.
Logging In	There are two login screens: one to access the Hosting (Citrix) Portal and one to access your application.	There is one login screen - the one to access your application.
User Accounts & Password Resets	Your organization will have a *Hosting* Administrator who is responsible for creating new hosting user accounts and resetting hosting passwords using Active Directory Controls. Your organization will still have a *Database* administrator who is responsible for all application user accounts/password reset requests.	Your organization will have a *Database* Administrator/Supervisor who is responsible for creating new application user accounts and resetting application passwords.

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Password Expiration	In order to maintain PCI compliance, your Citrix/Hosting password will expire every 90 days. Your Database Administrator will set the expiration period on your application password.	Your Database Administrator will set the expiration period on your application password.
Account Activity	Hosting (Citrix) accounts are automatically deleted after 180 days of inactivity.	N/A
File Transfer (import/export)	Imports/Exports are performed using files stored in your hosted Files Folder.	Imports/Exports are performed using files stored on your local network, shared drive, or desktop.
Files Folder Size Limit	The Files Folder size limit is 100 MB per hosting user account. This can be temporarily increased.	N/A
Custom Crystal Reports	Custom Crystal Reports (.RPT files) reside in the Files Folder. Any local custom Crystal Report must be migrated to the Files Folder before going live in Hosting.	Custom Crystal Reports (.RPT files) are stored on your local network, shared drive, or desktop.
Queue Module	Queue Module doesn't have email or printing capabilities and must be configured specifically to work in Hosting.	Queue Module has full functionality.
Sample Database	The Sample database is not included with your initial Hosting purchase. If you need access to the Sample database, you can install it locally or we can host it for you for an additional charge.	The Sample database for your applications is included in your initial purchase and can be downloaded from Blackbaud.com at no charge.
Database Maintenance	When Blackbaud hosts your data, it relieves your organization from backend tasks by installing, configuring, and maintaining your applications and infrastructure on a continuous basis - this includes database indexing and software version upgrades.	When you host your data, you are responsible for maintaining your database servers, which includes: installing the applications, deploying patches/version upgrades, creating backups, database indexing, and other maintenance tasks.
Application Integration	All application integrations will be configured by Blackbaud during your implementation. Any application configurations that require front-end user access are configured by your organization.	Application integrations (e.g. RE/FE, RE/EE, etc.) and additional configurations that require front-end user access are configured by your organization.
Software Upgrades	Software version upgrades may be delayed due to required QA testing once upgrades are released.	Software version upgrades can be deployed by your IT staff at any time after the upgrade is released to the general public.

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Credit Card Processing (RE)	ICVerify (credit card processor) is not supported in Blackbaud Application Hosting.	Blackbaud ended support of ICVerify on July 15, 2011. This means that Blackbaud has not made changes to RE or conducted further testing with ICVerify versions after this date. Please check the RE system requirements for the latest compatibility information.
Credit Card Processing (RE) *Continued*	Credit Card processing in our Boston and Orange County data centers functions similarly to how it does in your local environment. However, in our Vancouver data center, there is a separate Credit Card Processing icon that must be used.	The Credit Card Processing icon does not exist in your local environment.
Media Objects (RE)	*Existing linked Media Objects must be embedded before migrating to Hosting.* Linked Media Objects will not transfer.	Media Objects can be linked or embedded.
Outlook Integration (RE)	Microsoft Outlook integration has two options (SMTP or RPC over HTTPS) due to additional configuration settings needed to connect to your local Exchange Server.	Microsoft Outlook integration has one option because RE has automatic access to your local Exchange Server.
Third Party Applications & Customizations	As a general rule, applications that aren't developed by Blackbaud are not supported in Blackbaud Application Hosting.	N/A
Blackbaud Management Console	The Blackbaud Management Console (BMC) is not available. Special requests done via the BMC (adhoc backup requests, installing/removing/restoring databases, standard database maintenance, and installing plug-ins/customizations) are handled by our Hosting Support team.	The Blackbaud Management Console (BMC) is available. Special requests done via the BMC (adhoc backup requests, installing/removing/restoring databases, standard database maintenance, and installing plug-ins/customizations) are handled by your local IT staff.
API/VBA/RODBA	API/VBA/RODBA (RE: Open) aren't available in Hosting due to security best practices and PCI Compliance regulations/standards - please contact your Account Executive if you are interested in loading your customizations into Blackbaud Application Hosting.	API/VBA/RODBA and ODBC are available depending on your Maintenance agreement - please contact your Account Excecutive if you have questions regarding your Maintenance agreement.