

# Contract Express

## Hosting options



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Thomson Reuters provide a range of options for how the Contract Express solution can be deployed, the below provides an overview of the three main types of deployment that can be used to support the system.

Different options require different types of licenses, please talk to your account manager for more information on the different license types available.

## Deployment Overview

**On-Premise** – This refers to where you take control of the hosting. This may be on your own internal servers, or through a hosting provider of your choice. This option gives you the most control and configurability over the environments, however will require internal maintenance.

- Main Pro – Complete control over the installation and set up
- Main Con – Requires you to maintain your own infrastructure and environment

**Multi-Tenant** – This option is where you use our multi-tenant cloud. You will have your own discrete area that completely segregates your users and data, however the infrastructure and instance is shared with other clients. This is the simplest way to get up and running and always keep up with the latest version of Contract Express.

- Main Pro – The quickest way to get set up on Contract Express with low cost
- Main Con – Limited in flexibility – standard web address, upgrade schedule and authentication

**Private Hosting** – This option provides you with a standalone hosted instance of Contract Express that only contains your users and data. Environments are configured with three environments, a main production environment, a development environment (for testing upgrades, customisations and templates), and an actively replicated disaster recovery environment to minimise data loss and downtime in disaster events.

- Main Pro – The most flexible option allowing for different customisations and managing your own upgrade schedule
- Main Con – An additional hosting cost is applied for the service

**Hosting Provider** – Thomson Reuters uses Microsoft Azure for hosting Contract Express instances. This is a highly resilient and available provider that supports the needs of the instance for performance and high availability. For more information on this, see the Contract Express Azure Security Summary.

**DEPLOYMENT FEATURES**

	On Premise	Multi-Tenant	Private Hosting
<b>Upgrades</b>	Customer Controlled <sup>1</sup>	Automatically upgraded to latest release	Upgrades to major versions as a part of the service at agreed times with customer
<b>Availability</b>	Customer Controlled	99.9%	99.9%
<b>Environments Available</b>	Customer Controlled	Production	Production, Development, Disaster Recovery
<b>Data Centre Security</b>	Customer Controlled	ISO27001:2013 Certified	ISO27001:2013 Certified
<b>Encryption</b>	Customer Controlled	At rest and in transit	At rest and in transit
<b>Disaster Recovery<sup>2</sup></b>	Customer Controlled	Yes	Yes
<b>Backups<sup>3</sup></b>	Customer Controlled	14 days	14 days
<b>Server Specs</b>	Customer Controlled	Scaled to user number	Scaled to user number
<b>Server Maintenance</b>	Customer Controlled	Included	Included
<b>Authentication</b>	Customer Controlled	Forms Based Authentication	Forms Based, SSO, Mixed Mode Authentication <sup>4</sup>
<b>Monitoring</b>	Customer Controlled	Uptime and Speed	Uptime and Speed
<b>Log In Page Customisation</b>	Customer Controlled	Not Available	Available
<b>Integration</b>	Customer Controlled	Available	Available
<b>URL Options</b>	Customer Controlled	Not Available	<i>yourchoice.contractexpress.com</i>
<b>Practical Law Templates<sup>5</sup></b>	Requires web accessible servers	Available	Available

**UK customer support**

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<sup>1</sup> Thomson Reuters can perform upgrades as a service

<sup>2</sup> Disaster Recovery and Backup restore in multi-tenant environments are only invoked for system level issues and data issues. In Private instances they can be invoked at agreed customer requirement.

<sup>3</sup> Disaster Recovery and Backup restore in multi-tenant environments are only invoked for system level issues and data issues. In Private instances they can be invoked at agreed customer requirement.

<sup>4</sup> SSO and Mixed Mode Authentication may incur additional configuration charges. Mixed Mode Authentication allows both SSO and Forms Based Authentication to be used in tandem enabling external client access

<sup>5</sup> Requires appropriate Practical Law licences, contact your Account Manager for more detail