

White Paper

An Introduction to Boxed Service:

Helping IT Do More With Less

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Introduction

Boxed Service & the IT Productivity Challenge

Computer software solutions for business are rapidly becoming more complicated and specialized. Meanwhile, IT consultants and executives in a range of industries are reporting a widespread trend of cost-cutting in IT as we cope with a challenging period in the global economic cycle. Companies are challenged to do more with less. This is leading more and more companies to consider moving to a Boxed Service IT solution that promises significantly higher productivity at a lower cost.

What Is Boxed Service?

Boxed Service combines the advantages of Appliance based Software Delivery (AbSD) over traditional IT service models with the convenience of an added layer of remote support tools. This minimizes customer dependence on in-house IT expertise and upgrade support while enabling customized flexibility for each business environment's unique IT landscape.

An Overview of Current IT Investment Models

Traditional licensing models for software have been around since the dawn of the computing age. Around 2000, Software as a Service (SaaS) was offered as an alternative. More recently, Appliance based Software Delivery (AbSD) has come on to the market. The Boxed Service model avoids the particular disadvantages of these models while offering clients better return on investment and customizability.

Table 1: A Comparison of IT Acquisition Models

Traditional Licensing	Software as a Service (SaaS)	Appliance based Software Delivery (AbSD)
<ul style="list-style-type: none"> • Upfront licensing costs • Long deployment cycle • In-house operational expertise 	<ul style="list-style-type: none"> • Subscription based costs • Short deployment • Outsourced operations 	<ul style="list-style-type: none"> • Hybrid pricing models • Short deployment • In-house operational expertise

Here is an overview comparing previous IT solutions with the Boxed Service model:

IT Solution: Traditional Licensing

When we think of traditional licensing, we automatically associate large enterprise solutions. These solutions often have high upfront licensing costs, long implementation cycles, and require specialized in-house IT expertise to operate. Small and medium-sized businesses have the same challenges as large corporations but they cannot take the risk of provisioning traditional and complex IT solutions.

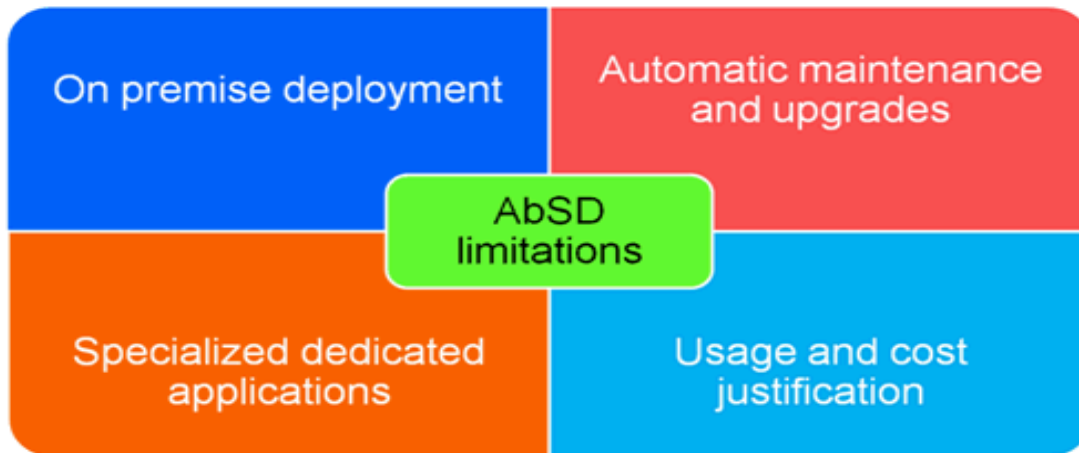
IT Solution: Software as a Service (SaaS)

The SaaS model offers subscription based pricing, short deployment cycles and fully outsourced operations. SaaS solutions are dedicated applications or modules for specific functions. There are serious concerns over this service model's ability to provide reliability, performance and security. Clients using this solution face loss of control over data and higher cost over time.

IT Solution: Appliance based Software Delivery (AbSD)

The AbSD model uses very specialized dedicated applications that are preloaded and preconfigured on servers. But this onsite deployment model typically translates into a cost of requiring in-house expertise to operate. Updates and maintenance are automated, which can actually be a disadvantage if an "upgrade" disrupts normal business operations. Appliance solutions are positioned as non-intrusive stand-alone modules, but in reality they can have limited capability for integration with the rest of the organizations' IT landscape.

Table 2: Limitations of the AbSD IT Solution



Boxed Service: Beyond AbSD

Boxed Service retains the benefits of Appliance based Software Delivery (AbSD) but minimizes the limitations posed by AbSD, offering clients better return on investment and flexibility.

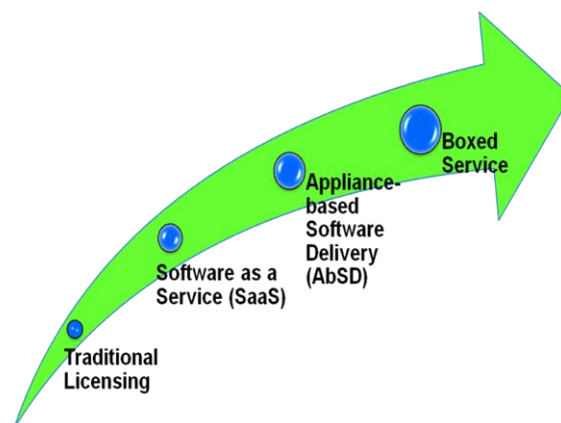
Like in AbSD, applications are preloaded and preconfigured on servers. This addresses issues of security and data control with onsite deployment.

But in contrast to the AbSD model, Boxed Service minimizes the requirement for in-house expertise. The Boxed Service vendor provides expertise to operate your system. The added layer of service includes remote support tools and consultants to give customers peace of mind that their system is operating and performing according to their service expectations.

Another advantage is that the Boxed Service model allows vendors to work with customers to help determine their upgrade path based on their unique environment – and avoid disruption to normal business operations from automatic “upgrades”.

While AbSD has limited capability to integrate with an organization's existing IT system, Boxed Solutions are based on proven enterprise class systems that offer flexibility and ability to scale and integrate based on each customer's unique IT environment.

Finally, Boxed Service allows for a flexible pricing model.



Conclusion

As organizations continue to streamline their operations for efficiency and cost-effectiveness, Boxed Service is expected to become a leading model for IT investment. This solution offers a superior combination of customized compatibility with existing IT systems, security, data control, cost control and peace of mind for clients. The Boxed Service model is designed for responsible IT managers and businesses, enabling organizations to do more with less.

About Pacific Coast Information Systems Ltd.

Pacific Coast Information Systems (PCIS) Ltd. is a full-service technology and consulting firm based in Vancouver. Founded in 1995, PCIS provides technical assessment & services, business analysis, and IT project management. More information about PCIS can be found at www.pcis.com

About Boonbox

Boonbox, a division of PCIS, was created in 2007. Boonbox specializes in productivity solutions that deliver immediate results in support of business challenges like security and compliance; password management and user provisioning; and data backup and recovery issues. More information about Boonbox can be found at www.boonbox.net