



To Host or Not to Host?

Understand your hosting options for the TMS Suite

As a web-based system, the **TMS Suite** (which includes **TMS Collections**) is conveniently accessible through an internet browser. To support this system, hosting services are required for its ongoing maintenance, functionality, storage, and updates.

Maintaining a web-based system can be complex. Gallery Systems offers **managed hosting services** to alleviate the responsibility and associated costs of hosting. Or you can choose to host the system internally.

By hosting internally (**self-hosting**), your institution will need to maintain its own database and servers, ensure security and backup protocols, perform upgrades, manage users, and monitor the database and resources. Sound complicated? With the right setup and support, self-hosting doesn't need to be, but much depends on your IT resources.

Let's explore your hosting options and find the right fit for your institution.



Managed Hosting Services

Let Gallery Systems dedicated team manage all your hosting needs

When you host with Gallery Systems, our team takes care of the end-to-end logistics and IT for your institution, so you can focus on managing your collections.

Your data is stored on secure, enterprise-level servers, with environments optimized to the TMS Suite, and backed up in a state-of-the-art data center. You can streamline your budget by removing hardware and other related expenses. Performing software upgrades is also the responsibility of our experienced Services and Support teams.



Say goodbye to hardware-related expenses

No need to schedule IT staff to install software or databases on your network. Purchasing servers, dedicating staff to infrastructure management, and handling ongoing maintenance become things of the past. You also safeguard your operating budget by removing the risk of unexpected costs caused by faulty or outdated technology.



Ensure your software is always up to date with managed upgrades

Unlike self-hosted applications that require you to regularly download and install updates, Managed Hosting includes routine software upgrade services.

When new releases are available, our team will work with you to schedule and implement the upgrades at your convenience, ensuring you're always using the latest version of the TMS Suite applications. All upgrades are included and managed directly by Gallery Systems.



Enjoy seamless support

Take your customer care to the next level. Hosting the TMS Suite with Gallery Systems makes it easy to receive support for database questions, new user creation, running reports, troubleshooting, storage issues, and more.

Upon request, we can temporarily access your system for hands-on technical support. Direct access allows us to better assess and resolve any issue you're facing. Gallery Systems will only access your data on a needs-must basis as your continued privacy and security is our priority.



Gain peace of mind with automatic backups, network security, and controlled access

Your data is precious. That's why we take every measure to back up and secure your collections information.

Automatic backups are an integral part of our hosting services. We back up your data nightly and store backups across multiple secure locations for additional redundancy. As an extra fail-safe, the database server is mirrored and protected against hardware defects. We can also send you periodic backup files for archival purposes.

Our software and infrastructure are regularly updated with the latest security patches. Traffic on our network flows behind an **enterprise-level firewall** to keep your data safe and secure. Gallery Systems monitors database health and performs relevant system administration duties. We ensure your institution's



Hosting the TMS Suite with Gallery Systems enables your IT team and end-users to bypass hosting complexities, leverage unparalleled support, and maintain access to the latest software features.

Contact us to explore the best hosting options for your institution.

connectivity and security rules are rigorously followed.

Take your institution's data security further by defining a list of approved users and grant secure access based on roles and responsibilities. We also offer the add-on option of **customized access controls**, including single sign-on (SSO) and multi-factor authentication (MFA). Ask your Account Manager for full details. You can rest assured your data is always protected and available to your approved users.

Self-Hosting Within Your Institution

Host the TMS Suite on your local servers and manage updates in-house

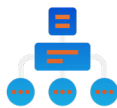
If you prefer to self-host TMS Suite applications, we recommend ensuring your team and infrastructure are set up for success before beginning the implementation project. Local support, dedicated hardware, and strict protocols for upgrades, backups, and security are key for minimal downtime and consistent software access.



Structure your team for long-term hosting support

Beyond the hardware and software resources needed to support in-house hosting, dedicated staff are a main factor for success. At least one dedicated IT professional is recommended to manage day-to-day hosting needs, regular upgrades, and troubleshooting for end-users.

When embarking on a first-time hosting implementation, additional support is often needed to keep project timelines on track. Having a larger IT team also helps avoid future loss of institutional knowledge.



Set up your server architecture for success

Enhancements to the TMS Suite—including support for larger databases, more media files, and additional users—typically require more server resources than legacy CMSs. You need at least one dedicated server and, depending on the size of your database, a separate dedicated SQL Server. Ensure the infrastructure is scalable to accommodate future growth and need for increasing storage, RAM, and higher CPU.



Create an upgrade plan and stick to it

Regular updates are key to ensuring you have access to new features and enhancements, along with important security patches, bug fixes, and ongoing improvements.

Missing upgrades, or delayed upgrade deployment, impacts end-users and IT staff alike. Gaps between upgrades can cause challenges and make future upgrades more cumbersome to implement. If you self-host, we recommend following a regular upgrade schedule that aligns with annual TMS Suite releases and interim updates.



Back up and secure your data

Ensure your data is always protected and accessible through daily backups, a redundant system for file storing, and a disaster recovery plan including storing a backup at a remote location. Using security precautions—such as firewalls, anti-virus software, and user access controls—is also necessary to protect your valuable data.