Fire Victim Praises Westgate's SPOT Hosting For Saving Database

By: Liz Church

Plant owner and SPOT hosting client located in Cathedral City, California could not say enough good things about the subscription-based SPOT application hosting with Utah-based Westgate Software. Brian Walker, who recently lost one of his plants when a fire broke out in the laundromat next door to his drycleaning operation, praised SPOT off-site hosting services for "making time stand still" because every piece of inventory was accounted for, along with his customer list, and retrievable through Westgate's third-party data center.

"SPOT hosting server farm is housed at Center 7, an 80,000 square foot commercial data center located 20 miles south of the Westgate offices that ensures the highest level of infrastructure redundancy and data security necessary for near-zero downtime," said Mike Wilde, president of Westgate who began hosting about four years ago and who now runs the second largest server farm in Utah. "Our customers have the option of purchasing SPOT licenses avoiding operating the way most of the industry does today or running SPOT as a hosted application, and as you can see in Brian's case the benefits of hosting are numerous."

Since his data was at the Westgate Data Center, Walker was able to provide his insurance company a printed list of all orders in process at the time of fire. He was able to send notification and claim forms to those customers affected by the fire. He said that having this ability also protected him against fraud. Knowing the names of his customers, and how many garments each had, prevented anyone from taking advantage by filing false claims, not to mention the complete chaos that would have resulted from not having this information.

Walker, whose background is national retail sales, now owns over five drycleaning locations as well as a string or franchisees running from Oxnard, California to Reno, Nevada. He spent two years researching while in the drycleaning industry and it was at a trade show that Westgate's SPOT hosting capabilities caught his eye as "setting an industry standard and having the most sophisticated software." Walker commented that he immediately knew the advantages of off-site hosting: backups, software updates and equipment maintenance were all done by someone else using state-of-the-art technology.

"Basically we become the businesses IT department," explained Wilde. "If you own multiple stores, hosting provides a centralized connection that works in real time to consolidate reports, manage accounts receivable, store-to-store messaging in an environment that provides reliability and redundancy that a drycleaner could not economically afford to provide on his own."

Westgate hosting also offers 24-hour tech support for hosted customers. "The net effect of all of this is that the plant owners do not have to worry about anything computer-related and can concentrate on their drycleaning operation, and the cost of hosting is far less than hiring an on-site tech person," he added.

The commercial data center is staffed 24x7x365 with facilities management personnel to assure maximum integrity. A constant supply of power is absolutely essential to ensure maximum uptime, consequently the plant is designed for 25 watts of power per square foot. In the event of a brownout or power failure,

Fire demolishes plant in Cathedral City, California but data is saved at Westgate data off-site hosting data center in Utah.

Center 7 has designed four layers of power generation redundancy essentially over-engineering power requirement needs by more that 40 percent.

Internet security is optimum. Westgate Software application and database server farm provides a rock-solid reliable infrastructure for efficient and secure operation along with 24/7 data monitoring and advanced virus/hacker protection mechanisms. Sensitive data within the facility are fully protected against hackers. Credit card numbers, passwords, etc., are all encrypted with an advanced compression/encryption algorithm.

The goal of application hosting is to minimize typical point-of-failure is typical of a LAN-based computer system, such as fans, hard-drives, floppy drives, power supplies, etc. In addition, regular on-site maintenance issues like software application updates, data backups and database maintenance are handled automatically at the data center. Regular maintenance is minimized at the plant-level and shop owners do not have to worry about the complexities of managing their computer networking and data.

With more than 1,000 hosted connections and growing, Westgate Software has demonstrated that its proven hosting technology can provide an affordable alternative to owning and maintaining your own computer system.

If you would like more information about the Westgate Software SPOT hosting services, contact Westgate Software Inc., Software Plaza, 12345 South 300 East, Draper UT 84020; phone Kelly King at (801) 208-2224; e-mail: sales@westgatesoftware.com; website: www.westgatesoftware.com.