



## Hosted Application or Thick Application



### Introduction

Choosing a Management software can be a test of patience, besides the countless software products on the market today, you're also faced with other options such as which optional modules to choose. But one of the biggest choices you will undoubtedly have to make is whether to go with a hosted application, which you access across the internet, or a thick application, which you access through your internal network. This article will help give you the tools necessary to make that determination and be sure that your decision is the best fit for your company or yourself as an individual investor.

### The Value of a Hosted App.

There can be immense value in a hosted application. For instance, if you don't have internal support or I.T. staff then a hosted application may give you the piece of mind you need to ensure that your mission critical application maintains a 99.99% uptime. Most application service providers bundle reoccurring support time with their online application which ensures there is always someone available to your organization to help with your hosted service support needs. In addition if you have multiple offices, onsite managers, remote staff, or you don't have the typical office and your organization is more mobile or geographically scattered, then a hosted application is an excellent fit and economical way to obtain those goals. Since the very nature of this vertical solution is to be remote over the internet you can rest easy that your onsite staff can quickly and easily gain access to the system in a cost effective and efficient manner. One other item to consider is does your current hardware and network have capabilities for a thick application since thick application require more internal resources. A hosted application may be the best way to go to avoid costly enhancements to your internal network.

### The Value of a Thick App.

There may be several reasons to go thick. One reason deals with connectivity. Although our hosted service maintains a 99.99% uptime, this does not account for your service providers uptime. Also, hosted services highly recommend high speed internet. Be aware that Satellite high speed is not a viable alternative as they do not deliver the responsive speed necessary to create a suitable hosted service. The general rule of thumb is 56kb of speed is needed for every person accessing the hosted software. In a scenario of 10 users your organization will need a 560kb pipe (half of a T1) to ensure fast hosted service access, and does not account for any additional internet speed you may need beyond that. Based on your geographic location these necessities may be too costly or unavailable. If your organization has a tech staff, or you already have an internal working network then Thick maybe more viable and cost saving in the long term. A benefit of a thick is that once you buy the application, it is done - you own it for life, unlike a hosted application which is rented on a monthly basis. Other than future enhancements and support agreements your total investment is defined by your initial investment. A benefit of thick is interoperability. For instance, if you have a web site or other programs you wish to directly interface with, such as requesting work orders or balances on accounts, these features would require direct access to the database. For this feature, thick would be your solution. For larger organizations, If you like the idea of having a hosted application, but the thick application is a better fit, and you have the necessary internal tech support, hardware networking, and high speed Internet connectivity, you can run your thick application within your own network and through Terminal Services to host your staff both locally and remotely.

### Making an informed Choice.

In conclusion there are vast differences between hosted and thick applications and are just as different as the people that will best be served by each type of solution. However, A good rule of thumb is - if you're a small company that doesn't wish to maintain their own hardware, support, or networking and/or your connectivity needs are equally or more remote and mobile, then hosted service is probably the more viable alternative. If your company already has an established internal network and/or your connectivity needs are more locally based or if you're a larger organization with support staff and need integration with other key systems and the ability to quickly customize the parts of the application to better suit your needs, then thick is probably the more viable alternative.

