



Web Based

All Redkite systems are web based and are accessed by authorised users at an appropriate level via a web browser. All standard web browsers are supported. Nothing is installed on PC's Tablets, smartphones or readers.

Free Hosting Service

Redkite Systems offer a FREE standard hosting service. An enhanced service is available. Please ask for details or see Hosted FAQ's

The Redkite dedicated, secure hosted server is managed by Rackspace plc who provide support on a 24 x7 x365 basis with a guaranteed uptime of 99.99%.

Your applications (software) is managed by ourselves and all necessary back-end SQL Server licences are supplied at no extra cost on our standard package.

Your system and information is backed up incrementally daily with a full back-up every week. Back-ups are stored for 4 weeks.

back-ups are held off-site by a second service provider to provide added security.

Your data is protected with a Cisco systems firewall and all information is encrypted in transit using https using Thawte 128bit (256bit browser dependent) SSL.

The software and hosted server have met rigorous penetration testing standards.

You are supplied with a unique system which is not shared by any other customer.

We provide a single log-in portal to allow easy access to your systems and up-to-date on-line User Guides.

Adobe Reader and MS Excel or similar will need to be installed on workstations for report generation.

There is no restriction on the amount of information you can store on standard systems.

There is no restriction to the number of users within the

Non-hosted supply

Whilst we highly recommend using the FREE or enhanced web hosting service provided by ourselves, we can supply our systems installed onto your own web server, if preferred.

To do this we will request a remote data connection (VPN link or similar) which will allow the installation of the system software without the need for a site visit.

A compatible version of SQL Server (2008 +) must have been pre-installed. You will also need at least 5Gbyte of memory available on your server(s) for the application and data. This does not include the volume of any e-learning resources you may wish to use.

The applications are supplied as compiled executable (.DLL) files.

All modules are MS Windows based and require IIS to be running on the web server.

Adobe Reader and MS Excel will need to be installed on workstations for report generation.

Redkite Systems do not supply hardware or recommend any system. We can however supply the specification of our hosted web server.

Support

Redkite Systems only provide support for the applications
Telephone support: 09.30 – 16.30 (UK time) Monday to Friday except on UK bank and public holidays. For overseas customers we can provide an extended support desk. Please enquire.

Email support: that are received 'out of hours' are usually responded to on the next working day at the latest.

Extended hours support can be made available, if required.