



EventPro® Software
for Venue, Event, and Catering Management

IT Information



Cloud



On-Prem

Deploy it YOUR Way: On-Prem or Cloud

You Ask - We Deliver!

When we set out to create the latest version of EventPro, one big priority was a cloud application – a frequent request of current and prospective clients alike.

We still offer on-prem applications (desktop/network installed) too, so that everyone can access EventPro their way.



Computer in the Clouds?

If your personnel have been hearing about “cloud computing” lately, but don’t know exactly what that means, here is a brief answer for them.

It just means that instead of installing EventPro and storing your data on-premises, *i.e.* on your local computer or network, the program and data are stored on remote servers. You access EventPro over the internet – kind of like accessing your email through a web-based service instead of a locally installed program.

Everything in EventPro is streamlined and intuitive. EventPro has given me hours of my “work time” back and lowered my stress level exponentially! Going into our busy season, I feel confident that all is in order and will run smoothly due to the high level of organization and support EventPro offers.

Everyone we spoke to said the customer service and training were phenomenal with EventPro, and they were right!

Jenny L.
Executive Assistant,
Concessions/Vendors/Partnerships
Dutchess County Fair

Talk to an EventPro Solutions Consultant Today

Toll-free 1-866-920-7996
sales@eventpro.net
www.eventpro.net



EventPro Cloud - Reliable and Secure

EventPro Cloud runs on a Private Cloud Environment provided through the hosting services of Connectria, a Lightedge Company.

Connectria is a leader in cloud security and compliance. They believe security comes first. Connectria is committed to ensuring the highest standards for customers' data protection. They continuously monitor and ensure their customers' environments are compliant with policies for HIPAA, HITECH, HITRUST, SOC 1 and 2, FISMA, PCI, and other industry regulations. With their commitment to the safety of their customers' data, Connectria searches for vulnerabilities and takes precautions to ensure the integrity of their customers' systems.

Connectria's 24/7 security operations center uses best-in-class security tools and expertise to provide real-time threat monitoring and detection, quickly identifying and resolving anomalies, helping proactively reduce risks, and strengthening defenses against evolving threats.

The EventPro Cloud application and data are housed in a Private Cloud that is hosted in one of Connectria's SSAE 18 SOC1 and SOC 2 certified data centers located in the USA. No data is stored outside of the USA.



We love how it has saved us with tracking and less paperwork. It's convenient to have all of our bookings, catering, invoicing, reports, and registration needs all in one easy-to-use program.

EventPro is a one-stop-shop for all of your event management needs, and the support is quick to respond, and always so helpful!

Cristina Mayer
Conference Center Director
Middle Georgia State University

Your OWN Database

Have you heard of the term multi-tenant? It means multiple companies have their data stored in the same database. That doesn't sound ideal to us, so that's why every client has their OWN database in EventPro Cloud.

In EventPro Cloud, all updates are still rolled out seamlessly to all of our clients in a simple process. You just get the added security of knowing that your data - and only your data - is sitting in YOUR OWN dedicated EventPro database.



The Cloud Advantage

Why has cloud software become so popular? When working at their best, cloud applications allow businesses to become more mobile and adaptable to changing circumstances.

Convenient

In the cloud, you can access EventPro anytime and from anywhere with an internet-connected device. With the days of the 9-to-5/Monday-to-Friday office rapidly disappearing, workplace flexibility is a big advantage.

Easy to Manage

With a cloud application, you don't have to deal with software maintenance. You don't need to worry about installing the program, setting up a server, downloading updates, and so on. You always have access to the latest version by simply logging in from your internet browser.

Improves Flexibility & Collaboration

Even if you and your colleagues work in separate locations and different times, you are all collaborating in the same data that is always updated in real time.



Options for Everyone... Your EventPro, Your Way

While the cloud is a great option for many organizations, we know that other businesses still prefer to work from on-prem applications (desktop or network installed).

We don't want to hold anyone back from the benefits of EventPro Software, so we're offering both options: **On-Prem** and **Cloud**.

All EventPro applications have the same functionality, regardless of delivery mode, so you can choose the best option for your organization.

EventPro Software Technical Specifications

Despite its power, EventPro does not require sophisticated and expensive high-end hardware or software to function.

EventPro recommends that the software be run on machines that meet or exceed the minimum system requirements listed later in this document.

If you need assistance assessing your computer system requirements, please contact our support staff. Support details are listed on the last page of this document.

Choose What's Best for You

Every organization is unique, so not everyone will agree on what is the best choice for software delivery. Your EventPro Solutions Consultant will be happy to discuss the pros and cons of the On-Prem (desktop/network installed) and Cloud options in relation to your business, with our unbiased recommendation.

EventPro On-Prem



INSTALLATION

Need to install on your computer or server

UPDATING

Need to manually update on computer or server

PROCESSING

Workstation requires high memory & processing speed

DATA STORAGE

Stored on your computer or server

SECURITY

Controlled internally by your IT

ACCESS

From local computer or workstation on the network

EventPro Cloud



INSTALLATION

Not required - runs in the cloud



UPDATING

Not required - updated by service provider



PROCESSING

Most processing done by service provider



DATA STORAGE

Stored on cloud service provider's server



SECURITY

Controlled by cloud service provider



ACCESS

From any device with internet access
(e.g. smartphone, tablet, laptop, computer)

Technical Specifications

EventPro Cloud (Hosted on EventPro Server)

Citrix Workspace App (formerly Receiver)

- With this free download, you can access EventPro easily and securely from any device including smartphones, tablets, PCs and Macs.
- Download at: <https://www.citrix.com/downloads/workspace-app>
- Optional: no download required with "light version" (some restrictions apply)

EPConnect Suite, Virtual Assistant Suite & EventPro 2-Way API

- Hosted as part of the EventPro Cloud Service
- EventPro API requires 3rd-party/custom-developed program to access and use API

Recommended: Run EventPro on machines that meet or exceed these minimum system requirements.

How does EventPro Cloud Work?

With EventPro Cloud, you get to enjoy all the benefits of cloud software — remote access, cross-platform accessibility, automatic software updates, data backups, and world-class security — while still having access to your local network drives, files, and printers, along with all of the features and functionality that you're accustomed to with on-premise software.

We designed EventPro Cloud to be Enterprise-level software that runs on computer servers and through the EventPro Active Directory. You log into EventPro through the Citrix Workplace app, the easy-to-install, free-to-download client software that provides secure access to your EventPro Cloud application on any of the devices listed on this page.

EventPro Cloud looks, feels, and works just like a regular desktop-installed program. The difference is, if you log out of EventPro on one device and log in on another, you can pick up right where you left off, because your work has all been saved in the cloud.

There's an option to access EventPro Cloud from a web browser, without downloading the Citrix app (some restrictions may apply).



Internet Connection

- Minimum: 256kbps per user
- Recommended: 512kbps or more per user

Supported Email

- IMAP, POP3, Exchange Web Service, MS Graph, Gmail

Printer

- Required to print reports

Named Users Multi-Factor Authentication

- Recommended: Installing the Duo Mobile app

What devices can I use EventPro Cloud on?

Powerful & flexible EventPro Cloud software is delivered seamlessly through the cloud to any device with a solid internet connection. That means EventPro Cloud is fully functional on the following systems & devices:

 Windows	 Mac
 Android Tablet	 iPhone
 Android Phone	 iPad
 Chrome OS	 Linux
 HTML 5	

Your files - wherever you are!

With the delivery method used by EventPro Cloud, you'll have easy access to your local network drives, files, and printers. Not all cloud systems can do this, and this is a key selection criteria when evaluating different cloud options.

Technical Specifications

EventPro On-Prem (Hosted on your server/desktop)



Operating Systems

- Windows 11 or newer
- Latest service packs (32- or 64-bit version)
- Microsoft .NET 4.7.2 Framework or newer

*EventPro On-Prem is a Windows-based system. Like other Windows applications, options exist to access the software from other operating systems (Mac, Linux, etc.). We recommend consulting with your IT department if you wish to access EventPro On-Prem from a Mac or other operating system.

Disk Space

- Application requires 200MB
- Typical databases range in size from 500MB to 2GB and up
- Storing of communication attachments can significantly increase this requirement

Supported Email

- IMAP
- POP3
- Outlook
- Exchange Web Service
- MS Graph
- Gmail

Memory RAM

- 8GB Minimum
- 16GB Recommended

Network Speed

- 100MB/Sec Minimum
- 1GB/Sec recommended

Server(s)

- Database
 - MS-SQL 2017 or newer
 - RAM 8GB minimum
 - Typical databases range in size from 500MB to 2GB and up
 - Storing of communication attachments can significantly increase this requirement
- EPConnect Suite (Optional)
- Virtual Assistant (Optional)
- Requirements can vary depending on number of simultaneous users
- It is NOT recommended to run any of the above on the same server

CPU

- 3GHz Minimum

Printer

- Required to print reports

Video Resolution

- 1366 x 768 Minimum
- Higher recommended

Optional Module Suites & API (On-Prem Edition)

EPConnect Suite

- IIS 7.0 or newer
- Disk space: 300MB
- Memory: 8GB minimum
- Requirements can vary depending on number of simultaneous users
- It is NOT recommended to run any of the above on the same server
- The server on which you install EPConnect/Virtual Assistant must have Read/Write access to your SQL server, and must have .NET and ASP enabled. If installing on a third-party web host (must support .NET and ASP), you will need to configure your SQL server to accept connections from outside its network.

Virtual Assistant Suite

- Windows Server 2016 or newer
- Disk space: 200MB
- Memory: 8GB minimum

EventPro 2-Way API

- IIS 7.0 or newer
- Disk space: 300MB
- Memory: 8GB minimum
- 3rd-party/custom-developed program to access and use the API

Administrator Requirements (On-Prem Edition)

Database Management - Requirement: SQL Administrator

Network Installation - Requirement: Network Administrator

Recommended: Run EventPro on machines that meet or exceed these minimum system requirements.

You can find a detailed description of the installation process in the EventPro Installation Guide at www.eventpro.net/install

Upgrade Protection Plan (UPP)

INCREASING VALUE INTO THE FUTURE

All of our solutions come with an Upgrade Protection Plan (UPP), which includes these benefits:

- Upgrades with new & enhanced features developed in direct response to input from UPP clients
- Unlimited hot fixes and updates, accessible 24/7 on the EventPro Support Website
- Unlimited ongoing support via telephone, email, and fax
- Comprehensive user manual, regularly updated by our in-house Technical Writer

For the **Cloud** investment, the UPP is included in the ongoing subscription.

For the **On-Prem** (desktop/network installed) investment, the first 12 months of UPP is included in the pricing of each licensed component & module, with an option to renew at the end of each 12-month period. If extra modules or user licenses are added later, the UPP for those modules is included up to the next UPP renewal date for the whole system.

EventPro's out-of-the-box system functionality is wide, strong and reliable. They were also able to adapt the software to meet our very specific and sometimes challenging business model.

The EventPro implementation team was first class; nothing was too hard, and the high level of attention to detail was outstanding. This led to the great successes the software has provided our teams.

Service and support are very strong with the EventPro team; they are responsive and knowledgeable about their system and the industry, which enables them to address support queries.

Art Gallery of New South Wales



Support & Maintenance for EventPro Software

The following is a description of the service and support levels provided as part of the annual EventPro Software Upgrade Protection Plan (UPP) subscription (first year included in the initial purchase). This service and support is available provided that your UPP is current.

First Level Support

Provides telephone and email assistance for urgent issues as well as procedural advice. We aim to resolve a client's issue immediately, or as soon as practicably possible. Some issues may require input from our development department and may therefore not be resolved immediately.

Second Level Support

Accepts input for enhancements to the product to suit the user's needs. These are submitted to the development department as a 'Request for Change' and are often incorporated into subsequent releases of the product. The inclusion of requests is at the discretion of the development department and not all requests can be incorporated.

Product Maintenance

Product maintenance comes in the form of regular product updates, which may incorporate product fixes and/or new product enhancements. These updates are placed on our website and can be downloaded 24/7 at your convenience. For our cloud subscription clients, the updates are rolled out automatically.

The software is extremely well designed. The improvements from [the previous to current version] really show that the company listened to suggestions by long-time clients. The training process and technical support are also second to none.

Government House Saskatchewan

Support Contact Information

(306) 975-3737 (Press 2)
support@eventpro.net
www.eventpro.net

Services provided by EventPro Software.

Telephone & email support can be accessed Monday to Friday (excluding public holidays), 8:00am to 5:00pm CST.

More detailed support level information is in the EventPro Support Level Agreement, which you can read at www.eventpro.net/sla

Questions?

If you have any technical questions about EventPro, please feel free to reach out directly to our support personnel using the contact information above.

