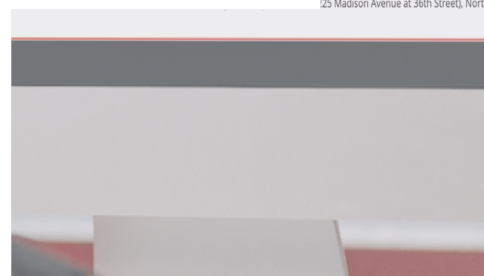
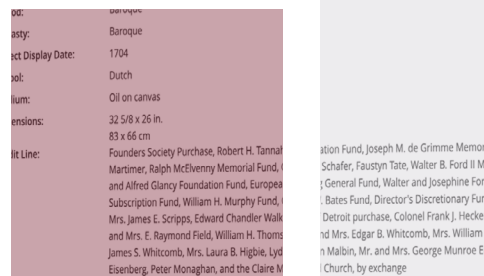
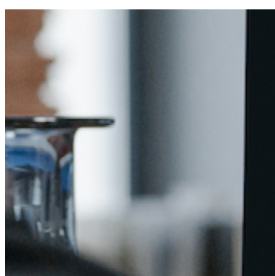
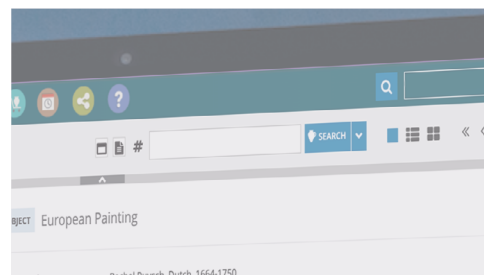
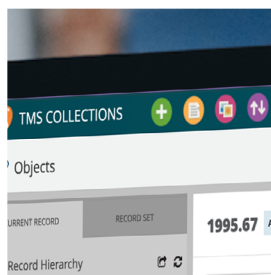


Choosing the Right Hosting Strategy for the TMS Suite



Hosting Options for Your Institution

Whether you prefer to manage technology in-house or outsource infrastructure, selecting the right hosting strategy is essential to maintaining system reliability, data integrity, and user satisfaction.

This guide provides a side-by-side look at two hosting paths for the TMS Suite:

- **Managed Hosting by Gallery Systems**
- **Self-Hosting by Your Institution**

This guide aims to help you understand what each path entails so you can make an informed, realistic decision based on your team, resources, and priorities.

Managed Hosting by Gallery Systems

With Gallery Systems' Managed Hosting, we host and support your TMS Suite in a secure, cloud-based environment. This approach is ideal for institutions looking to reduce the technical and administrative overhead of maintaining servers and software.

What is Managed Hosting?

Managed hosting provides institutions with a dedicated, secure environment where their collections management software is hosted and maintained on infrastructure allocated exclusively to them. This model offers enhanced control, privacy, and performance—making it an ideal choice for institutions with complex workflows, compliance requirements, or heightened security needs.

A key advantage of managed hosting is its ability to safeguard sensitive data. Because the environment is not shared with other organizations, institutions benefit from greater oversight and the flexibility to tailor security protocols to their specific requirements. This level of control supports institutional IT policies and provides peace of mind.

You may also be familiar with Software as a Service (SaaS) models, where software is accessed via the internet and maintained by the provider. While SaaS offers convenience, managed hosting delivers a more tailored, institution-specific solution—especially valuable for those seeking a higher degree of customization and data governance.

Choosing the Right Hosting Strategy for the TMS Suite

What's Included in Managed Hosting

Upgrade Services

Software upgrades are reliably scheduled by our Hosting Support team, ensuring your system is stable and up to date with the latest features and enhancements.

Ongoing Technical Support

Ensures the CMS supports Our support team can securely access your system, with your approval, for troubleshooting, maintenance, and user assistance.

System Hosting

TMS Suite applications and databases are run on servers managed by Gallery Systems.

Flexible Scheduling

Upgrades and updates are planned around your institution's calendar to minimize disruption.

Reliable Weekend & Emergency Support

We monitor and respond to critical issues outside regular hours.



WHAT YOU STILL CONTROL

While we host the system, you remain in control of your user accounts, metadata design, workflows, and collection data. Hosting does not change your ability to customize or use the TMS Suite as needed.

Infrastructure & Security

- **High-Availability Architecture:** Your data is hosted on mirrored servers with redundancy to protect against hardware failures.
- **Daily Backups:** Full, automated backups occur daily and are stored in multiple secure locations.
- **Patching & Monitoring:** Our environment is regularly updated with security patches and is monitored 24/7 for potential threats.
- **Access Controls:** User access can be configured with Single Sign-On (SSO) and Multi-Factor Authentication (MFA). These controls can also be mirrored in self-hosted environments if supported.



WHAT "ENTERPRISE-GRADE SECURITY" REALLY MEANS

This includes industry-standard encryption, firewall protection, regular vulnerability scans, and a team that actively watches for unusual activity. It means your system is kept as secure as possible without needing your IT team to configure it manually.

Self-Hosting at Your Institution

Self-hosting gives your organization complete control over the hosting environment, allowing you to manage all technical aspects in-house. This option is suited to institutions with robust IT infrastructure and dedicated technical staff.



What Self-Hosting Requires

- **Internal IT Expertise:** A technical team must be available to manage server administration, upgrades, backups, security, and troubleshooting. We recommend assigning at least one primary contact for TMS Suite system management.
- **Server Infrastructure:** Depending on your usage and data scale, you'll typically need:
 - A dedicated application server
 - A SQL Server instance
 - Sufficient RAM, CPU, and storage capacity
 - Scalable resources to handle growth in media and users

For more detailed technical specifications, you can refer to our full [IT Requirements document](#).

- **Upgrade Management:** While Gallery Systems provides the upgrade files as part of your maintenance agreement, your team is responsible for installing and testing them.
- **Backup Planning:** Implement and monitor automated daily backups, with secure offsite or cloud redundancy.
- **Security Oversight:** Maintain firewall, antivirus, user access controls, and disaster recovery strategies.



SUPPORT ACCESS STILL AVAILABLE

Gallery Systems' support team can still help with application-level questions, report building, and general guidance. However, access to your system for support purposes may be limited unless remote tools or permissions are pre-arranged.

Key Comparison

FEATURE	MANAGED HOSTING	SELF-HOSTING
Who maintains the server?	Installed and tested by Gallery Systems	Installed by your team
System upgrades	Managed by Gallery Systems	Managed by your team
Security configuration	Automated daily by Gallery Systems	Requires your setup and oversight
Backups	Full system access with approval	Limited unless remote access is provided
Customization	Full application-level customization	Full server-level options in addition to application-level customization
Weekend/emergency response	Gallery Systems Hosting Support is available Monday to Friday, 9 AM–6 PM EDT (US) and 9 AM–6 PM GMT (Europe). Weekend live support is offered Saturday and Sunday, 9 AM–1 PM EDT (US) and 9 AM–6 PM GMT (Europe).	Managed by your internal IT team

Questions to Ask Before You Decide

Consider the following questions when choosing a hosting path:

- What is the size and skill level of your IT team?
- Does your institution prefer operational independence or outsourced convenience?
- What are your internal policies for data security and system access?
- Is your budget better suited to upfront capital expenses (hardware) or ongoing operational costs (hosting services)?

Find the Best Fit for Your Needs

BENEFITS	COSTS
Improved Operational Efficiency	Initial Software Purchase
Consolidated, Up-to-Date Data	Hardware Requirements

Our team is available to discuss your hosting requirements and assist in identifying the optimal solution for your institution. **Connect with an expert today.**

IT Security for the TMS Suite

Proactive Security Measures for All Hosting Environments

We have implemented comprehensive, multi-layered security protocols to safeguard all aspects of the TMS Suite. This includes secure cloud hosting through Amazon Web Services (AWS), where we benefit from industry-leading security features such as encryption, firewalls, and access control. In addition, we utilize Intelligent WAF (Web Application Firewall) security, which continuously improves over time by learning from attacks and proactively defending against emerging threats. Our systems are consistently updated with the latest security patches, and our infrastructure is designed to detect and respond to security threats in real-time, ensuring the highest level of protection for your data.

ISO 27001 and Compliance Standards

Gallery Systems is dedicated to maintaining the highest standards for IT security. We strictly adhere to ISO 27001, the internationally recognized standard for information security management. This commitment ensures that we consistently follow best practices for protecting your data, from risk management to robust security controls. Notably, ISO 27001 requires an annual independent third-party audit to verify our compliance, ensuring we maintain the highest level of security integrity.

All data within the TMS Suite is fully encrypted both at rest and in transit, using strong encryption protocols at every level. We leverage Amazon Web Services (AWS) as our cloud hosting platform, benefiting from its advanced security features and compliance with modern best practices.

TMS Collections also passes FedRAMP standards, which is a U.S. government-backed standard that ensures cloud services meet stringent security requirements. By aligning with these globally recognized frameworks, we ensure that TMS Collections is managed with top-tier security practices.

We are constantly reviewing and enhancing our security policies, keeping pace with evolving threats and ensuring that the TMS Suite provides a safe and secure environment for your institution's data.

**Please note that these security provisions do not apply to self-hosted clients running TMS Windows or to self-hosted eMuseum.*

Our team is happy to discuss your hosting needs and help tailor the best approach for your institution

SPEAK TO AN EXPERT TODAY

