

DESKALERTS CLOUD SOLUTION

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Solution overview

The DeskAlerts cloud-hosted solution is a web-based product. The network connectivity required for DeskAlerts is web traffic only (HTTP).

Solution platform

The DeskAlerts cloud-hosted solution operates on a Microsoft software platform:

- Windows Server 2012 R2
- SQL Server 2014 Standard
- .NET Framework v4.5.2
- IIS 8 web server platform

Hardware architecture

The DeskAlerts cloud-hosted solution operates on 64-bit x86 hardware architecture

Infrastructure

The DeskAlerts production environment is hosted on dedicated servers based in US-East Amazon datacenters. Upon a customer request, server instance in one of the other Amazon EC2 datacenters can be provided.

Active Directory integration

The AD integration can be done in two ways – using a server-to-server synchronization or via synchronization-free desktop clients.

AD synchronization

The AD synchronization is a process of retrieving the employee data straight from the AD domain controller via server to server communication. While moving the data over LDAP(s) protocol is considered generally faster than doing so over HTTP(s), it may induce certain security concerns.

To use AD synchronization with the cloud-hosted DeskAlerts, company needs to establish a trusted connection between the dedicated Amazon instance hosting DeskAlerts and its own internal network, possibly by setting up a VPN.

Sync-free desktop clients

If setting up a VPN is not considered an option, you can take advantage of the specially built desktop clients which communicate with the company AD and pass the data to DeskAlerts server over HTTP(s). This way you're getting less information from AD to save bandwidth. The domain tree structure is not being displayed in a tree-view structure as it would after the Synchronization, but all the users and groups can be still searched for and targeted with messages.