

FAQ

ERDAS APOLLO on the Cloud

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General

What is ERDAS APOLLO on the Cloud?

ERDAS APOLLO on the Cloud provides customers with the option to deploy the same comprehensive data management and content delivery features of [ERDAS APOLLO Professional](#) as an affordable monthly subscription service. This hosted solution includes all the necessary software licensing, servers, data storage and bandwidth to quickly get started and operate ERDAS APOLLO. As an all-inclusive, pay-as-you-go subscription, ERDAS APOLLO on the Cloud makes it easy to understand your total cost of ownership and benefit from reduced IT responsibilities.

ERDAS APOLLO on the Cloud is an ERDAS product delivered by Skygone Cloud.

What is included in the basic package for ERDAS APOLLO on the Cloud?

Customers may purchase a monthly subscription to fully utilize ERDAS APOLLO software pre-configured and hosted on Skygone Cloud. The basic package includes:

- Deployment of ERDAS APOLLO Professional
 - On a 4-core Windows 2003 R2, 64-bit Data Center edition operating system
 - 16 GB RAM
 - PostgreSQL 8.3 database
- 1 TB of storage
- 2 TB of bandwidth
- Assisted data upload service, free up to 4 times per year with [Skygone Data Import/Export Service](#)
- Technical support
- No additional maintenance fees

The term of subscription is monthly and pay-as-you-go. This offering is currently limited to U.S. customers.

What upgrades are available for the basic package?

Upgrades include scaling computing power, data storage and bandwidth.

What are the benefits to running ERDAS APOLLO on the Cloud?

- Turnkey data management and delivery solution on the cloud
 - Maintain your entire geospatial serving solution in a highly secure, off-site, scalable environment
 - Eliminates the need for in-house hardware and IT staff
 - No upfront hardware or software expenses
 - No IT infrastructure maintenance or upgrades
- Shared infrastructure costs and low management overhead = savings in your pocket
- Pre-configured, monthly package = no surprise costs to ownership
 - Service is a pay-as-you-go, monthly subscription fee
 - Package includes all servers, networking, data storage, software and bandwidth
 - Cost is known and low
 - Easily scale your ERDAS APOLLO operations when needed without capital expenditures
 - Optional Jumpstart package to get you started (highly recommended)
 - Customization options available upon request
 - Get your data on the cloud fast and free with Skygone's data upload service
 - No long-term contract required, which means you can cancel at any time

- Skygone Cloud staff are experienced geospatial professionals
 - Strictly focused on cloud-based geospatial solutions and implementations
 - One-stop shop for deployment, configuration and services
 - Provide Tier 1 technical support
 - Offers custom application and data services
- Deployment is simplified and fast

In what cases would I want to use ERDAS APOLLO on the Cloud?

This is an ideal solution for organizations that have limited IT infrastructure and expertise, yet still want to web-enable their large volumes of geospatial data. This solution is also ideal for organizations requiring a geospatial data management and delivery solution on an intermittent basis or for a one-time project.

What product tier of ERDAS APOLLO is ERDAS APOLLO on the Cloud?

ERDAS APOLLO on the Cloud offers all the functionality of the ERDAS APOLLO Professional, the highest tier product.

I already have an ERDAS APOLLO license; can I run my ERDAS APOLLO on the Cloud?

Contact your ERDAS sales representative to make arrangements to transfer your ERDAS APOLLO license to Skygone Cloud.

Who is Skygone Cloud?

ERDAS APOLLO on the Cloud is delivered by Skygone Cloud, a robust and flexible IT environment purpose-built by GIS professionals to meet the demands of enterprise GIS applications. Learn more about Skygone Cloud.

Technical

What databases are supported?

The basic package includes an installation of PostgreSQL, or you can transfer your own license of Oracle or Microsoft SQL Server to Skygone.

How many users are supported on the basic package on the Cloud?

In our performance tests on the cloud using the basic package, the maximum number of concurrent users that achieved an acceptable mapping experience for the system was 250.

How do I get my data into the cloud?

For smaller transfers, you can transfer files over FTP, RDP or other supported protocol directly to your ERDAS APOLLO on the Cloud instance. However, to speed up transfer of data larger than 50-100 GB, you have the option to use the Skygone Data Import/Export Service to arrange the physical transfer of data to your ERDAS APOLLO on the Cloud instance from hard drives that you ship to Skygone. This data transfer service is free up to four times per year, after which a nominal fee is charged.

Should I worry about exceeding the 2 TB of monthly transfer (bandwidth) included in the price?

ERDAS APOLLO on the Cloud provides an allocation of two (2) terabytes of total (in/out) data transfer (bandwidth) per deployment, per month. This is a sizable amount of transfer and it is not expected that this amount will be exceeded, especially when clients leverage the Skygone Data Import/Export Service. Skygone's Data Import/Export Service allows you to ship mass storage devices to Skygone that are then plugged into your ERDAS APOLLO on the Cloud instance locally. Skygone's Data Import/Export Service not only speeds up transfer of your data to the cloud

(loading data locally can be 100 to 1000 times faster than over an internet FTP connection), but it also does not count toward your monthly transfer limits. If additional data transfer above the two terabyte limit occurs, Skygone will contact you before your overage occurs and discuss options for increasing your allocation of bandwidth or solutions (i.e. Skygone Data Import/Export Service) to reduce your bandwidth utilization.

How do I access and administer my ERDAS APOLLO on the Cloud instance?

You can access the entire ERDAS APOLLO software stack via remote desktop, including the ERDAS APOLLO Data Manager. The Data Manager provides a user-friendly interface for connecting to and managing your ERDAS APOLLO on the Cloud instance. Using the Data Manager, you may perform a variety of administration and maintenance tasks, including:

- Add, edit or retrieve geospatial data from the catalog
- Create web services for your geospatial data
- Browse the catalog with a “Windows Explorer” like experience
- Comprehensive ISO 19115 Metadata Editor for aggregates/datasets
- Summary editor: minimum required metadata for interoperability
- Thumbnail and map viewers
- Remote, multi-user application

Getting Help

Is there a Jumpstart package?

Yes, Skygone offers a Jumpstart package for ERDAS APOLLO on the Cloud. This is highly recommended unless you are an experienced ERDAS APOLLO user and covers the initial set up, online/telephone/e-mail training and assessment of further needs.

What is included in the Jumpstart package?

The Jumpstart Package includes:

- Two days of dedicated online/telephone/e-mail training, services and support provided by Skygone
- Initial system setup and configuration of your ERDAS APOLLO on the Cloud instance
- Initial loading and cataloging of your data in supported formats
- Assessment/understanding of your future needs

How do I get technical assistance?

The experienced professionals at Skygone are available for technical support for ERDAS APOLLO on the Cloud.

Can I get services on top of the solution?

Yes, Skygone will work with you to tailor an ERDAS APOLLO on the Cloud solution to fit your specific business needs, including any data and application related configuration/customization necessary.

Security

Is my data secure on the cloud?

The Skygone platform is purpose-built to handle the security requirements that enterprise-level computing demands. Maintenance, administration and security of IT infrastructure are Skygone’s core competencies.

Is my data backed up at Skygone?

Skygone Cloud is designed for maximum up-time of computing and storage resources. With an up-time history of over 99.9%, Skygone takes the availability and protection of your geospatial server solution very seriously. Following IT industry best practices, Skygone takes commercially reasonable steps to secure your data and prevent its loss.

Some of these techniques include RAID'ed storage devices, hosting equipment in physically secure/climate controlled facilities to maximize equipment life, and system-wide monitoring/maintenance.

As with all data, Skygone strongly recommends that all customers keep copies of their data in more than one place. Skygone can provide customers Business Continuity and Disaster Recovery (BC-DR) services ranging from simple, incremental backup of their data to implementation of complex, geographically-dispersed, load-balanced instances of their applications and data. BC-DR is a workflow activity that must be discussed and designed jointly as a team. These services are not included in the list price of ERDAS APOLLO on the Cloud; however, Skygone is happy to work with customers to suggest different levels of BC-DR based on their up-time requirements and budget.

Why is it beneficial to store my data on the Cloud?

- Storage is on-demand
 - Allocate more storage instantly on an as-needed basis
 - No need to stack up extra storage in-house for “just-in-case” scenarios
- All systems hosted in a Tier 4 data center with a 99.9%+ uptime history
- Data transactions, transfer, and bandwidth; plus, Skygone quarterly “physical” data update service are included in monthly price
- All operational expenses are included in price (power, cooling and drive maintenance/replacement for storage devices are normally double the initial hardware investment over the 3-year usable life of the system)
- Improved cash flow: No upfront capital costs, everything is billed monthly