

IT Frequently Asked Questions (FAQs) for Potential App Studio OpenX Clients

HOSTING:

1. Where is App Studio OpenX and its associated client applications hosted?
 - a. App Studio OpenX is a SaaS solution. We can host in any cloud environment.
 - b. App Studio OpenX is cloud agnostic. Some of the most requested cloud environments are AWS, Azure, and Google Cloud.
 - c. App Studio OpenX can be hosted and managed by LLamasoft as part of the LLama.ai Cloud Environment, or it can be hosted within the customer's cloud environment.
 - d.
2. Which of our shared services components will you need to use?
 - a. App Studio OpenX does not need to use any of a client's shared services.
 - b. Any components that we require are included in our deployment process.

SECURITY:

1. What type of security policies do you follow?
 - a. App Studio OpenX is hosted in separate Virtual Private Cloud for each client's deployment.
 - b. We apply industry best practices to secure the environment and perform regular penetration tests (further details are available).
2. Do you store any Personal Identity Information (PII) data?
 - a. By default, we do not have requirements to store this information explicitly.
 - b. However, some business use cases, by their nature, may require this type of information to be an input to the algorithm that is part of the application.
3. Do you support Single-Sign On (SSO), and if so, how?
 - a. Yes, we support SAML (Security Assertion Markup Language 2.0) for SSO.

REPORTING CAPABILITIES:

1. What sort of reporting tools can be integrated into applications?
 - a. Reporting tools which are commonly integrated within OpenX applications are Tableau, Power BI, html, and R Shiny.
 - b. OpenX's open platform allows other tools to be integrated with minimal effort, contact us directly to learn more.
2. Can a client leverage their existing licenses for use within the applications?
 - a. Yes, App Studio OpenX can be integrated with existing software licenses, including reporting environments, solvers, data management tools, and more.

INSTALLATION AND UPDATES:

1. How is App Studio OpenX installed?
 - a. If OpenX is hosted within the LLamasoft Cloud Environment, installation is handled by internal dev-ops.

- b. If hosted within Customer Cloud Environment, there are two options:
 - i. Stand up a server using a server image shared by LLamasoft.
 - ii. Stand up a vanilla server and LLamasoft will install App Studio OpenX.
- 2. How are updates pushed after post-installation?
 - a. App Studio OpenX has continuous integration enabled and updates are rolled out regularly in co-ordination with clients.
 - b. App Studio OpenX also enables blue-green deployment to reduce downtime and risks when rolling out upgrades for the applications on demand.