

Destined for Success

Destiny[®] Hosted Service

Your Resources. Our Solutions.

Consider this: more schools and districts are using the district-hosted version of Follett Software's Destiny to manage their resources than any other K-12 education resource management system. If your school or district—large or small—is interested in the benefits of Destiny but lack the staff, hardware or funds to manage and support a district-hosted system, Follett has more options—and more solutions—to meet your unique needs.

Follett Software offers bundled hardware, software and services with low-initial investment through our secured Destiny Hosted Service. It's just one of the many pricing and implementation options available to help streamline the costs of managing library materials, textbooks and other valuable assets for districts of any size.

Destiny Hosted Service takes the worry out of hardware and software support and maintenance. The Destiny Hosted Service provides centralized, web-based access to Destiny without having to purchase servers, install and upgrade the application or provide technical support for a new system. Easy access to training and seamless updates ensure users benefit from the newest, most up-to-date, feature-rich Destiny release.

You Access Best-in-Class Resource Management. We Do All the Work.

There's no need for your district or school to purchase servers or allocate technical staff to support the Destiny application, so your network and servers can be made available for other priorities. Your users will search, circulate, catalog, track inventory, create reports and manage resources over the Internet, through a secure connection to the host environment. The Destiny Hosted Service provides access to Destiny Resource Management Solution™ modules through a completely secure, web-based application managed by Follett Software. Hosted at an enterprise-class data center, the service is accessed by end users through a web browser. Upgrades and server maintenance are performed by Follett Software's IT experts.



Advanced Technology, Assured Security, Unmatched Support

The Destiny Hosted Service includes:

- Annual subscription-based licensing and secure access to Follett Software's Destiny applications.
- Installation of software updates.
- Server maintenance and support.
- Access to Follett Software's acclaimed product technical support.
- Technical documents and pre-recorded training available 24/7 on Follett Software's website at www.fsc.follett.com.



FAQs about the Destiny Hosted Service

Resource Management to Fit Your Budget and IT Environment

The Destiny Hosted Service enables you to bring advanced resource management to all your users with a lower initial investment. Because users access Destiny through a web browser, it's ideal for schools running Mac® OS or Microsoft® Windows®. By providing hosted, subscription-based access to Destiny, Follett Software partners with you to meet your budget and information technology needs.

Destiny Hosted Service takes the worry out of hardware and software support and maintenance.

Q: Which Follett Software products are available with the Destiny Hosted Service?

A: All Follett Software web-based products in the Destiny suite are available through the Destiny Hosted Service.

Q: How is the Destiny Hosted Service priced?

A: The Destiny Hosted Service is priced as an annual license. The first year includes initial start-up costs; therefore the first year costs will be higher than subsequent years. To maintain access to your hosted application, simply renew your license each year. The Destiny Hosted Service is priced differently for single sites and multi-site districts.

Single Sites

For single sites, the initial fee includes product installation and the first year of software application usage, software updates, server hosting and maintenance, product technical support and prerecorded web-based training. (On-site training is also available for an additional fee.)

Multi-Site Districts

For multi-site districts, the initial fee includes initial setup and the first year of software application usage, software updates, server hosting and maintenance, product technical support and prerecorded web-based training. The initial setup includes project management, product installation, loading of data, district-level web-based training and on-site training.

Q: Can my district or school move from the Follett Software-hosted solution to a district-hosted solution?

A: Yes. With the Follett Software-hosted solution, you are licensed annually to access the application. To move to a district-hosted solution, you would simply need to purchase the software licenses. This price would take into account the initial amount you spent on project implementation. Your move would also include additional technical training so you can support your Destiny application. Contact your Sales Executive for details.



Q: My district or school is currently hosting Destiny. Can we move from district-hosted solution to a Follett Software-hosted solution?

A: Yes. Your Follett Software Sales Executive will work with you to create a conversion plan for your school or district.

Q: Is the data “owned” by my district or school?

A: You, the customer, own your school’s or district’s data. Through the application, you can freely export or import title, copy or patron data.

Q: What is the up-time guarantee?

A: The Destiny Hosted Service is available 24 hours a day, seven days a week. The Service is designed for maximum reliability and up-time. Our service level agreement includes a 98% up-time commitment during school hours (M-F, 6 a.m. to 7 p.m. Central Time). Server maintenance is scheduled outside of these hours and you will be informed of the schedule in advance.

Q: Does the Destiny Hosted Service provide backups?

A: We perform nightly full backups of the database and systems to support data center disaster recovery. If you are interested in having snapshots of your title and patron data, you can perform exports on your own through the product. Using Destiny’s built-in Report Builder, you will easily be able to pull title and patron transactions.

Q: What security is provided to ensure protection of student data?

A: Follett Software uses an enterprise-class data center to host the solution. Data sent over the Internet is encrypted, and, along with your use of robust passwords, ensures your library and patron information is protected during transit.

Q: What bandwidth requirements does my district or school need?

A: We recommend dedicated and available high-speed Internet connections. Response times may vary based on your Internet bandwidth and Internet traffic. Please work with your Sales Executive and Technical Consultant on specific requirements.

Q: What are the workstation requirements to access the Destiny Hosted Service?

A: Destiny is browser-based and does not require the software application to be installed on individual workstations. Destiny can be accessed from the following browsers and desktop workstation operating systems:

- Microsoft Internet Explorer version 5.x/6.x/7.0 for Windows 98 SE, 98 ME, NT 4.0, 2000, XP and Vista.
- Microsoft Internet Explorer version 5.x for Mac OS 9.x.
- Netscape Navigator version 6.2x/7.x/8.x for Windows 95, 98 SE, 98 ME, NT 4.0, 2000, XP and Mac OS 9.x and higher.
- Netscape Navigator version 7.x for Linux 8.6 and higher.
- Mozilla Firefox version 1.0.4 and higher for Windows 98 SE, 98 ME, NT 4.0, 2000, XP and Mac OS X 10.2 and higher.
- Apple Safari version 1.2 and higher for Mac OS X 10.3 and higher.

Q: Can schools continue to function during a network outage?

A: Schools can continue checking resources in and out during a network outage by scanning student and item barcodes into a local text file or any portable hand-held device currently supported by Destiny. Follett also provides a free workstation scan utility called “Follett Remote” for offline circulation barcode capture. When the network is restored, the barcode data can be submitted on a Destiny web page and all transactions will be processed.

Q: Can Destiny create custom reports?

A: Destiny includes many standard reports for your district and library users. Built-in Report Builder functionality enables end users to expand their reporting options by building their own customized reports. In addition, Follett Software offers the Destiny Custom Reporting Service where our experts will create reports to your specifications.

Q: Will Destiny work with my Student Information System (SIS)?

A: Student data that is exported from a student information system can be automatically imported into the district-hosted version of Destiny and manually imported in the Destiny Hosted Service. Automated import of SIS data is planned for the Destiny Hosted Service v8.0, scheduled for release in December 2007. This capability will automate regular updates of class schedules and student adds, changes and deletes from your student information system. As students move into, throughout and from your district, information can be passed to Destiny via a scripted batch process to ensure that student information is current in Destiny. All checkout, fine and statistics information is retained with the student as he or she moves throughout the district.

Q: Is Destiny SIF compliant?

A: The Destiny Hosted Service does not currently support SIF, but SIF compliance is planned for a future release of the Hosted Service. The district-hosted implementation of Destiny has been certified with the Schools Interoperability Framework (SIF). Destiny will work with SIF 1.1 and 1.5. Destiny was the first centralized library or textbook solution to become SIF compliant. For information on Follett Software's SIF agent, contact Edustructures at 877-790-1261.

Q: What URL will I use for my Destiny Hosted Service?

A: The format of the URL that you will receive is: <https://yourdistrictname.follettdestiny.com>

You should specify the district name (or school name if you are a single-site school which is not part of a district) on your contractual agreement for the Destiny Hosted Service. Follett Software suggests you choose a second and third alternate for your district or school name in the event of a duplicate or previously used name.



Q: How are time zones handled in the Destiny Hosted Service? Will the time zone for my school or district be displayed in the system?

A: Currently, the Destiny servers are located in the Central Time zone, and therefore all districts and schools will reflect the Central Time zone. However, this should have minimal impact to the usage of the system, such as if you are using hourly checkouts. Destiny v8.0, scheduled for release in December 2007, will support multiple time zones.

Q: What happens if my annual support lapses?

A: Annual renewals are required to maintain access to Destiny. Annual renewal notices are sent automatically in advance of the expiration date. In addition, Follett Software provides a 60-day grace period before turning off access to the Destiny application. Please note—you own your data; there is no exit fee required to remove your data.

Q: How do I receive software upgrades to the Destiny Hosted Service?

A: Software upgrades are performed by Follett Software and occur when a new version is released. You will be notified of the upgrade schedule in advance and will want to be sure you communicate this to your end users.

To Learn More

In the U.S. and Canada
800.323.3397 • www.fsc.follett.com
www.fsc.follett.ca

Outside the U.S. and Canada
815-344-8700 • www.follettinternational.com

Thinking Forward...
Connecting information and resources to
support high-performance learning environments.

