

ASP Cloud FAQ

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What is ASP Cloud?

ASP Cloud is a subscription-based SaaS (Software-as-a-Service) platform from ANTLabs, based on its powerful centralized management WiFi service platform, ASP. The ASP Cloud brings managed service provider features previously only accessible to large MSPs with many deployments to customers with a smaller number of deployments.

By subscribing to this ANTLabs service, customers can launch new network services easily with lower financial commitment, have centralized control over their network, including portal management, and move software assets like licenses and software modules to meet the sudden change in business demands. Subscriptions can also be periodically adjusted according to the demand and market forces.

What are the key differences between ACS and ASP Cloud?

ACS is an add-on subscription service that can be purchased for the current ANTLabs InnGate 3 / IG3100/ IG 4 and SG 4 gateways only.

The service provides central management, reporting and analytics capability.

ACS does not cover the software subscription and support on the gateways and other equipment like WLC, AP and other gateways.

ASP Cloud encompasses and unifies all ACS software functionality, gateway software subscription support, and support for other equipment like WLC, AP, and other gateways into a new subscription-based PaaS offering.

ASP Cloud is intended to replace ACS from SG5 onwards. Existing customers on ACS shall continue until their contract expires or until EOL of ACS service, whichever is earlier.

Another key difference is that all SG5 gateways moving forward must have a valid ASP Cloud subscription to remain active.

What are the key differences between IG4/SG4 and SG5?

IG4 and SG4 were designed with perpetual licenses and software modules, while SG5 follows a subscription model with Cloud management, in line with current industry trends.

Concurrent licenses on IG4/SG4 are fixed and non-transferable and were popular in a bygone era of fixed CapEx and predictable usage.

SG5's subscription model and Cloud managed services enable our customers and partners to enjoy flexibility in this age of unpredictable usage.

SG5's licenses and modules can be transferred and allocated in different ways from the ASP / ASP Cloud.

Some new features or ASP services are only available on the SG5 and not on IG4/SG4 (e.g., web filtering service). Refer to Product Datasheet for other feature and specifications changes in the SG5.

What is the difference between ASP Cloud and the current on-premise ASP?

ASP Cloud is a subscription-based SaaS (Software-as-a-Service) platform from ANTLabs, based on its powerful centralized management WiFi service platform, ASP. ASP Cloud can connect and interoperate with other network equipment like APs, WLCs and gateways.

In the new ASP Cloud service, companion gateway models like SG Express 5100, SG Express 5200 and SG Pro 5300. In addition, the new SG5 gateway models work with ASP Cloud on a subscription basis. These gateways shall replace the existing on-prem gateways that will EOL soon.

Existing on-prem gateways like IG4 shall continue to be on a perpetual license basis and have the option to connect with the ACS service. In time, all the old gateways and ACS services shall be replaced by ASP Cloud + SG5. There is currently no plan to migrate existing ACS and on-prem gateways to ASP Cloud as they are running on different technology platforms and charging models.

What are the benefits of using ASP Cloud?

ASP Cloud is based on a subscription model and allows the customer to take advantage of the various powerful features on the platform (e.g., cloud-based centralized control and monitoring the status of gateways across multiple sites, centralized portal management features, more reports and insights). Furthermore, the transfer of licenses and software modules allows the site managers or operators to reduce their operating costs when demand is low or scale up quickly and distribute licenses according to the business conditions. In addition, because ASP Cloud requires a relatively small upfront financial commitment and flexibility, service providers can do more and pay for what they need.

Service providers and operators with a single or very small number of sites/gateways may not see significant cost savings, but they can still utilize the powerful service provider features that were once out of reach to customers with fewer sites.

What is the login license scheme for ASP Cloud?

Each Organization Admin has a pool of login licenses that can be shared across all the sites. There is no burst allowed for this Organization license pool.

The Organization can assign license and burst limits to each site.

The total no. of login users for all sites must not exceed the Organization license pool.

Once it exceeds, no new users can log in for all sites until the total number of login users is less than the Organization license pool.

When does the subscription date start for ASP Cloud?

The subscription date starts upon activation of the first voucher for the Organization in ASP Cloud.

The end date shall be 1 year from the start date.

Activation of subsequent vouchers follows the same subscription period for the same Organization.

Can an Organization have licenses with different subscription end dates?

No. Each Organization has only one subscription end date for all the services and licenses that are purchased. If the Organization needs to purchase additional licenses midway through the subscription term, the new purchases shall be charged pro-rated to end on the same subscription end date as all the other licenses.

What is the granularity of the licenses that can be added from the ASP Cloud to the gateway?

The granularity that a customer can purchase licenses is 100.
The administrator can assign licenses in units of 1 to different gateways.

What is the product warranty policy for SG 5?

Software warranty starts upon activation of connector license in ASP Cloud.

Hardware warranty shall be 30 days from the DO ship-out date of the hardware.

How will customers buy additional licenses?

Customers may buy additional licenses through their existing partners.

A pro-rated quotation is generated based on the Organization's subscription end date.

Customers may trigger a PO for the additional licenses. Once the payment is confirmed, the license is automatically added to the Organization.

What happens when the organization subscription expires?

There is a 30 days grace period after the subscription end date for renewal for all licenses within the Organization. During the 30 days grace period, there is no service impact. After that, all services shall stop working.

Services can only be restored by renewing all the licenses that are in use.

The new subscription end date is extended from the original subscription end date.

How is data protected in the ASP Cloud?

All data are encrypted at rest. The database is also encrypted

All transfer of data is encrypted and secure. Data transfer is using TLS 1.2 and above.

What kinds of data are stored in the Cloud?

The data stored in the ASP Cloud are:

- Transactions
- User sessions
- Authentication logs
- User info and consent (if social media login or user form registration is enabled)

Who has access to these data?

The end-customer has access to the user data.

ANTlabs access to ASP data is only for support and platform upgrade purposes and is restricted through a secure remote access gateway. All user activities are monitored and logged on the remote access gateway.

What certifications does ASP Cloud have?

ANTlabs ASP Cloud is hosted on AWS for all global customers, leveraging AWS' fully redundant and highly available data centres.

Amazon AWS compliance includes:

- Sarbanes-Oxley (SOX)
- ISO 27001
- PCI DSS Level I
- HIPAA
- SOC1 Audit, SOC2, SOC3
- And more

Where is ASP Cloud hosted?

ASP Cloud is globally hosted in AWS infrastructure

- Q1 2022
Asia / Middle East (Singapore)
- Q2 2022
Europe (Frankfurt)
US (Ohio)