iService®
Technical Overview

Technology Highlights

✓ **Industry standard technologies** will fit into your existing infrastructure

✓ **Standard web services architecture** for all system functionality simplifies your integration

✓ Works with **your existing email server**

✓ **Web-based application** requires no desktop updates, streamlining user implementation

✓ **Multi-tenant system** allows you to operate test/ training databases separate from production

✓ **Source code** provided for compiled asp.NET website

For more information, please call us at 217-398-6245 x101 or email sales@1to1service.com.

Secure, Service-Oriented Architecture Using Industry Standard Technologies

iService is engineered using industry standard technologies and an open service-oriented architecture that simplifies integration with other applications. Its multi-tenant architecture makes it suitable for the largest service providers as well as smaller organizations seeking an on-demand solution for eCRM. And its multiple business segment approach makes it easy to support the varying needs among your internal departments or brands.

Microsoft .NET Application—iService is built using the .NET framework and requires the following components:

Microsoft Internet Information Services (IIS) Website

Microsoft SQL Server Database - 2008/2012

Email Platform Independent—iService uses the industry standard POP3 protocol to retrieve mail from monitored mailboxes. Any email server that supports POP3 (e.g., Microsoft Exchange, Lotus Notes, Postfix, etc.) can be used. A separate SMTP server can be used for outgoing mail, or messages can be delivered using your existing email server.

Service-oriented Architecture—All functionality within iService is contained within a complete set of open web services written in C#. This service-oriented architecture is ideal for integration with your existing website or other products.

Security—Security exists within multiple layers: user authentication (including support for Windows authentication), customizable agent permissions, limited segment access, https website and web services encryption, and a firewall-friendly architecture that eliminates direct access to the iService database.