

# FLEXSCAPE – Hosting and Application Security

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## Hosting Facilities

**FlexScape, LLC** has a hosting agreement with [DataPipe US](#), which hosts FlexScape's dedicated servers. Data centers are located in Somerset, NJ; San Jose, CA, Shanghai and London. Each center is staffed 24 x 7 with highly trained, experienced support engineers. Support engineers are required to go through annual code of conduct reviews. All facilities follow a well-defined security policy. This policy is regularly audited and modified, as needed, in order to maintain the highest standards.



The facilities are SAS-70 II certified and maintain current SunTone™ and IBM Hosting Advantage™ certifications.



**PARTICIPATING ORGANIZATION** DataPipe is also a [PCI DSS Validated Service Provider](#).

## Data Center Overview

### PURPOSE BUILT DESIGN

- Tier III Standard Compliant – Certification Pending
- PCI Level 1 Service Provider Certified
- SAS 70 Type II certified, HIPAA Compliant
- 56,600 square foot facility
- Direct connectivity to Datapipe network
- VESDA smoke detection systems, above and below raised floor
- Advanced multi-zone, double pre-action, dry pipe-fire suppression system
- Fully redundant building and security management systems

### NETWORK

- Direct connectivity to Datapipe network available
- Carrier Neutral Facility with multiple Tier 1 providers
- Dedicated Dark Fiber Ring with diverse paths and full redundancy
- Direct Fiber connectivity to primary New York City POP
- Network fully supports Fibre channel, SONET & Ethernet handoffs

### SECURITY

- Three factor security
- 24/7 facility and network monitoring
- 24/7 security staff, strictly enforced security procedures

- ❑ Visitors are escorted by authorized personnel at all times
- ❑ 24 hour internal and external video surveillance, 90 day minimum retention policy
- ❑ Multiple mantraps with reinforced walls

### POWER CONDITIONING

- ❑ Facility fed by redundant 13.2Kv feeds N+N design
- ❑ N+N Backup Generator Infrastructure
- ❑ Two Contracted fuel suppliers on call 24/7
- ❑ Minimum 150kw per square foot
- ❑ Dual A+B circuit feeds to each rack - 30AMP 208VAC N+N implementation
- ❑ Fully redundant Eaton Powerware UPS Systems - N+N implementation

### HVAC TEMPERATURE CONTROLLED ENVIRONMENT

- ❑ Liebert CRAC units - N+2 implementation
- ❑ Temperature range of 72 +/- 5 degrees Fahrenheit
- ❑ Relative humidity range from 40% – 60% RH
- ❑ Hot / cold aisles with hot isle containment
- ❑ Raised floor cold Plenum supply, ceiling warm return plenum to provide uniform cooling distribution

## Network

**Speed** - Powered by OC48 -192 backbones.

**Intelligent Routing** - We utilize [BGP](#) to provide intelligent, fail-safe routing. We route your users to the fastest available connection to ensure maximum connection speed and virtually eliminate down time.

**Scalability** - DataPipe buys transit from 10 Tier 1 backbone providers, including AT&T, Level 3, Qwest & UUNET, and has multi-gigabytes of high quality provisioned data capacity with virtually unlimited scalability.

**Redundancy** - Built-in redundancy through multiple redundant network connections and redundant router and switch configuration.



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## Security

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### PHYSICAL SECURITY

Expert support engineers are onsite 24/7/365 and undergo regular code of conduct reviews. Audited security personnel secure our facilities 24/7/365. DataPipe employs badge/photo ID access screening and biometric access screening for added levels of security. Motion sensors and security breach alarms protect sensitive security areas within all of our Data Centers. We maintain strict access policies, requiring all visitors to pass through multiple levels of security and to be escorted at all times.






### NETWORK SECURITY

All of our systems are designed to maintain a quality of service throughout the network by prioritizing packets to maintain an order of precedence of services. Each network device is equipped to filter out DOS attacks. We also offer intelligent, multilayer access control that can be utilized to protect the network from the impact of attacks while reducing the risk of inadvertently discarding legitimate traffic.

### SERVER SECURITY

FlexScape's dedicated servers are protected by a Stateful Packet Inspection Firewall. Only necessary network ports, required for the requested WEB services, are open. Packet inspection for all network protocols is supported (TCP/IP/UDP/SPX/IPX and more).

Our Firewalls constantly log all activities and have the ability to detect possible attacks and automatically ban attackers IP addresses. Furthermore it will notify our technical staff via automated e-mail about such incidents.

Log Entry
 Device 2, Rule 14, Blocked incoming TCP packet, src=64.105.79.235, dst=64.106.206.72, sport=1692, dport=135
 Device 2, Rule 14, Blocked incoming TCP packet, src=64.105.79.235, dst=64.106.206.73, sport=1693, dport=135
 Device 2, Rule 14, Blocked incoming TCP packet, src=64.105.79.235, dst=64.106.206.74, sport=1694, dport=135
 Device 2, Rule 14, Blocked incoming TCP packet, src=64.105.79.235, dst=64.106.206.75, sport=1695, dport=135
 Device 2, Rule 14, Blocked incoming TCP packet, src=64.105.79.235, dst=64.106.206.76, sport=1696, dport=135

Our servers are configured to retrieve automatically operating system service packs, patches and hot fixes.

## FLEXWEB APPLICATION LEVEL SECURITY

FlexWeb has been tested and is protected against several forms of attacks on an application level, such as:

- ❑ Denial Of Service attacks
- ❑ SQL Injection and Query String Modifications
- ❑ Malicious File Uploads
- ❑ JavaScript and VB Script injection
- ❑ Cookie modification
- ❑ URL guessing
- ❑ Malicious or malformed URL attacks

All content (web pages, events, news etc.) is stored secure in a SQL 2005 or SQL 2008 database. We do not use shared SQL databases. Each of our clients has their own dedicated SQL Server Database(s).

All of our clients also have their own dedicated physical IP address (no virtual hosting) and are on a server level strictly separated, therefore operating in their own realms.

Usernames, passwords and other sensitive information are transmitted encrypted. FlexScape has strict guidelines regarding periodically password changes.

We also offer secure SSL hosting with 128bit RSA encryption upon request by our clients.

Our application's security model provides role and group based access, author and admin rights on content, web page and module level.

## VIRUS PROTECTION

All our servers are running real-time virus protection software (Symantec Norton Anti-Virus). Automated processes constantly update the application with the latest available Virus Definition files.

Real-time protection ensures that all files created, uploaded or opened are scanned for more than 60,000 forms of viruses and worms.

A weekly full system and file scan enforces maximum protection.

## SECURITY VERIFICATION

Our clients are welcome to perform security scans against their server(s) upon request. Several of our clients have executed security scans using available tools such as ISS and Retina eEye.

## Backup and Disaster Control

### BACKUP POWER

Our hosting provider DataPipe furnishes dual power availability to each rack unit from independent power distribution units (PDUs), removing PDU loss as a single point of failure. To ensure stable connectivity, we provide a redundant Need+1 (N+1) design of uninterruptible power supplies utilizing two separate commercial power feeds from two separate power grids to provide power to the center. Five redundant standby generators guarantee consistent operation in the event of a power failure from commercial power. These generators are equipped with 72 hours of diesel fuel on site, and two contractors are on call to refuel to the storage tanks.

### DISASTER CONTROL

Our world-class facilities feature seismically braced racks and are designed to withstand disastrous conditions, ensuring that your systems and equipment continue to run even under extreme conditions. A second point of presence is always available to clients seeking fail-safe redundancy.

### ENVIRONMENTAL CONTROLS

Our hosting provider DataPipe has implemented a Need+1 (N+1) design of cooling towers, water pumps and chillers to maintain a controlled environment. Conditions are a uniform 72° with 50% relative humidity. Multiple air handling units provide another level of redundancy to further ensure consistently sound environmental conditions.

### FIRE PROTECTION

Fire detection and suppression systems ensure 24/7 protection of your critical systems. Dual fire detection (photo electronic/ionization and sniffer) systems and VESDA® fire alarm systems are in place to constantly monitor for any potential areas of concern. A multi-zone pre-action dry pipe suppression system allows any suppression necessary to be contained to the affected area; conditions elsewhere will not be disrupted.



## DATA BACKUP AND RECOVERY

Datapipe utilizes SyncSort Backup Express, a high-performance data protection solution designed specifically for multi-platform environments. Over 95 percent of the Fortune 100 companies are SyncSort customers. SyncSort's products are used in more than 50 countries to speed data warehouse processing, improve database loads, speed query processing and back up and protect data in distributed environments.

We utilize unique agents which work seamlessly with Network Appliance SnapVault technology for fast, efficient disk backup and recovery of both data and applications.

### **Advantages include:**

- Snap shot capability (Windows Servers)
- Block level backup
- Restores up to 10 times faster than traditional tape option
- Express disaster restore "bare metal recovery" available (Windows servers)
- Off-site backup & restore capability

### **Restoration Services:**

- Certified, Experienced Support Engineers
- Variable Retention Time - based on client needs
- Backup to Disk
- Block Level Backup
- Faster Restores
- Express Disaster Recovery (Windows)
- Off-site Backup & Restore Capability

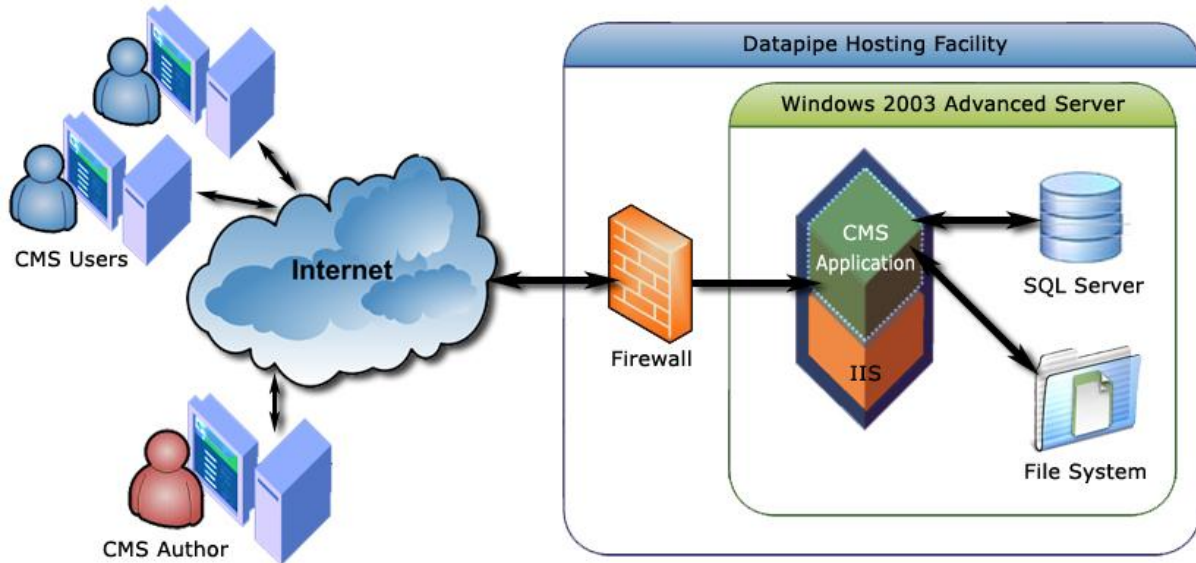
### **Our servers are being backed up as follows:**

- Daily differential backup of SQL Databases and web site files
- Weekly full backup

Data recovery can be performed from differential or full backup. Therefore even just parts of a web site could be restored from a certain date if needed. Our default retention time is 14 days.

## FlexWEB Architecture

Our application is build on a proven Windows 2003 - 2008 platform, using IIS and SQL 2005 - 2008 Standard and Enterprise Edition. FlexWEB CMS was entirely developed by FlexScape, LLC without involvement of any 3<sup>rd</sup> party.



## Hosting Service Level Agreements

Our provider, DataPipe, guarantees its services with industry leading SLA's. Areas of coverage include but are not limited to: network uptime and access speed, specific response and escalation procedures and the replacement and/or maintenance of hardware and software. Standard SLA guarantees include **100% network uptime** and timely hardware replacement guarantees. Specific, measurable service and performance metrics are determined and included in the SLA based on the unique requirements of your solution.