



NetDimensions®

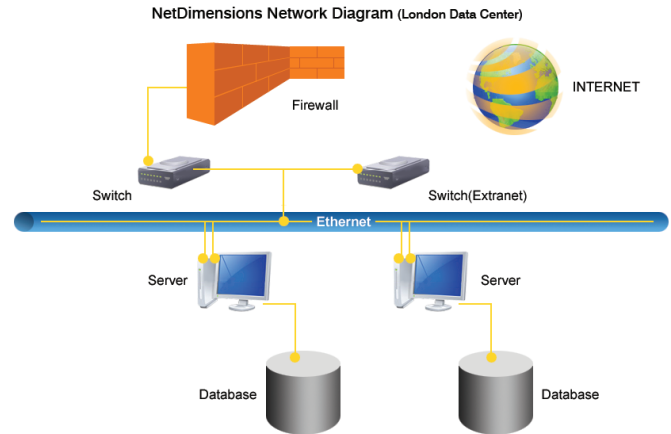
HOSTING SERVICES IN EUROPE

NetDimensions Hosted and Managed Services are ISO 27001 certified, and meet the global standardized requirements for:

- Information security policies
- Organizing information security and incident management
- Asset management
- Human Resources security
- Physical and environment security
- Communications and operational management
- Access control and information systems acquisition
- Business continuity and compliance

THE BUSINESS ADVANTAGES INCLUDES:

- All operational and technical change conform to the need of ISO 27001 (Previously BSI 17799) Hosting Operations requirements and practice.
- Vulnerability of Operating Systems and Tools are minimized through periodical scans of servers by NetDimensions.
- Impact of system vulnerability is minimized by periodic checking and deployment of system patches.
- Hosted sites are supported by experienced and authorized Hosting Support Staff, all maintenance and upgrade responsibilities are handled by NetDimensions. Clients hold no responsibility for maintenance and upgrades.
- All application, system and software upgrades are to be handled by the Hosting Support Team according to Change Request Procedures.
- Qual Core CPU system with minimum of 4GB RAM and a RAID5+1 redundant disk system.
- Each machine is equipped with Windows 2003 Operating System, MS SQL2005 DBMS, Tomcat and Apache application servers
- 100% Network uptime guarantee – Each network, firewall (CISCO), switch and router is fully redundant.
- Network bandwidth is 100Mbps (i.e. max speed of the network interface)
- One hour guarantee for replacement of hardware spare parts.



THE TECHNICAL ADVANTAGES INCLUDES:

- All system hardware, software and Database Servers (MS SQL2005) are supplied by an award winning third party IT services and hosting provider.
- Guaranteed one hour uptime on all hardware (Hosting Services excluded). Any hardware detected with a problem will be replaced within an hour.
- All systems contain the RAID 5+1 disk subsystem, which provides sufficient disk redundancy in case of hard disk failure. As a result, services will not be interrupted during the replacement of disks.
- NetDimensions Support Staff monitors capacity and performance continuously to ensure sufficient resources are available. When additional hardware or software resources are required, NetDimensions will schedule the needed upgrade according to an agreement made with the client.
- Software and database backups are completed by NetDimensions, as well as a third-party award winning third party IT services and hosting provider.
- To ensure a maximum level of backup protection, local and cross server backups in each system are carried out on a daily and weekly basis.
- Immediate investigation and troubleshooting carried out by NetDimensions is supported by technical expertise in Windows Operating Systems and Network Management.
- 100% Guaranteed up-time of firewall and network managed services.
- Our services run on Window 2003, MS SQL 2005 Database, Tomcat and Apache application servers, providing an easy to support, manageable and consistent environment.
- All production sites are monitored 24 x 7 by our Enterprise Knowledge Platform Status Monitor (ESM). ESM monitored by third party services, scans for and alerts any problem detected as soon as it occurs via email and Short Messaging Services (SMS) to NetDimensions authorized staff.