



Technical & Security Measures

Data Centre Key Features

- Data stored within the UK
- No single point of failure connection to internet including 2 x direct fibre links to the hub of the internet (Telehouse) with dark fibre redundancy
- Accreditations – ISO27001:2013, ISO9001:2008, ISO14001:2015, ISO 27018:2014, Cyber Essentials, G-Cloud 9, PAS2060, PCI DSS Compliance
- Certified Level 3 engineers manning the support desk
- 24/7/365 UK based support – round the clock HQ & on-site DC engineers
- 3 rings policy + 15 min rapid response + 1hr hardware replacement guarantee
- Secure site access and control 24/7
- Internal CCTV monitoring
- UPS and diesel generator system ensures continuous power supply to all equipment (seven-day independent run time in the event of mains failure)
- Sophisticated VESDA fire detection system with CO2 and Halon gas fire suppression systems
- Intelligent backup – secure, effortless full state system backups
- Proactive uptime monitoring – continuous monitoring with engineer & client alerts
- Award winning – ISPA Best Hosting Provider 4 consecutive years, ISPA Best Business Customer Service winner, ISPA Best CSR winner
- High grade bandwidth, optimised for web acceleration
- 100% network uptime guarantee
- UPS systems, standby diesel generators and high-density infrastructures in excess of 15kW per rack ensure power supply is resilient and uninterrupted
- Data centres have an average PUE of 1.3

Data Centre Physical Security

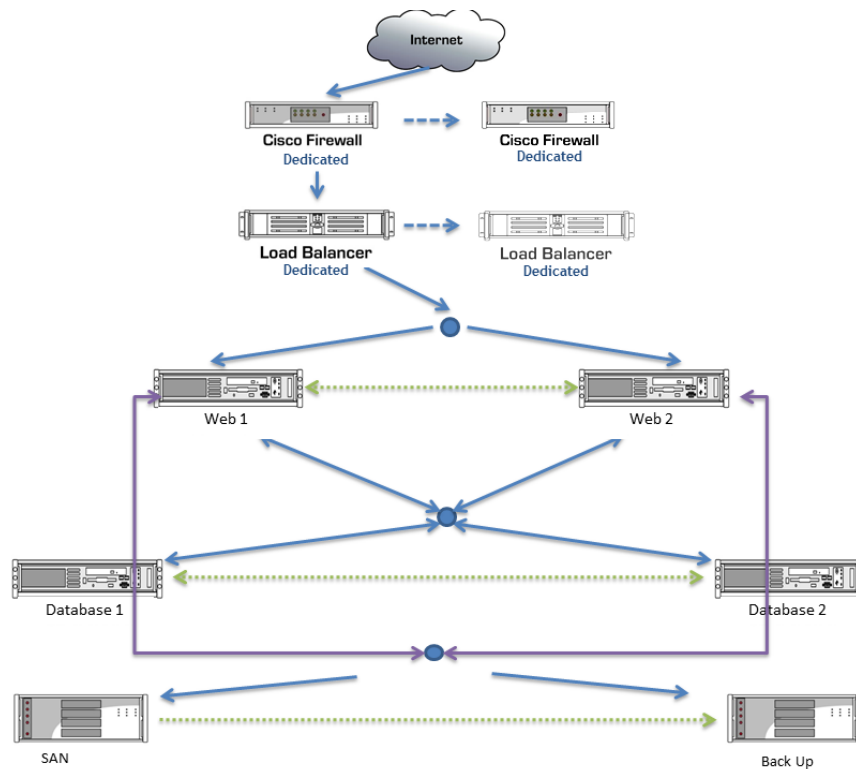
1. Access to the data centre is restricted to authorised personnel who hold Photo ID security passes.
2. On arrival at the data centre, all visitors MUST sign in.
3. Photo ID security passes are handed to a member of data centre staff who exchanges them for a key fob to access the relevant server room(s).
4. Key fobs have different levels of access. The levels only allow access to pre-arranged areas within the data centre.
5. Within each server room, racks of servers are secured within large cages. Each cage has a unique 4-digit code in order to gain access.

6. Visits to the data centre for non-authorized personnel must be arranged with data centre staff at least 24 hours in advance.
7. Clients taken on data centre tours must bring and show a valid form of photographic ID.
8. Because of security protocol, access will be denied to anyone attempting to gain entry without a valid form of photographic ID.
9. In addition, an authorized photo ID holder must accompany visitors at all times during their visit.
10. Visitors must wear visitor passes at all times during the data centre visit.

EVOLVE Security Features

eduFOCUS' server infrastructure is housed in one of the UK's leading data centres (see Data Centre Key Features). EVOLVE is a fully hosted service solution - clients do not require any additional hardware or software¹ in order to use or manage the service. It is scripted in Microsoft Active Server Pages, is hosted on the Microsoft Windows Server 2012 R2 platform and stores dynamic data within a clustered SQL database environment.

Infrastructure Overview:



¹ other than a web browser and internet connection

Additional Security Features (due to be implemented May 2018)

1. **DDoS security feature** sits in front of firewalls to block any DDoS attacks, including the most common 'volumetric flood' attacks, before they even reach our network infrastructure.
2. **Web Application Firewalls (WAFs)** proactively protects the application layer against attempted fraud or data theft, and will block any suspicious activity. WAFs automatically inspect every web request for cross-site scripting, SQL injection, path traversal and hundreds of other types of attacks and safeguards against application layer attacks, and mitigates inbound and outbound traffic for all web applications.
3. **Proactive Threat Monitoring** on each server detects host-based intrusion attempts, provides file integrity monitoring and vulnerability scans.
4. **Threat Response** ensures that a dedicated team of security specialists are on hand to respond and mitigate threats.

