Technical & Security Overview

Data Centre - Key Features

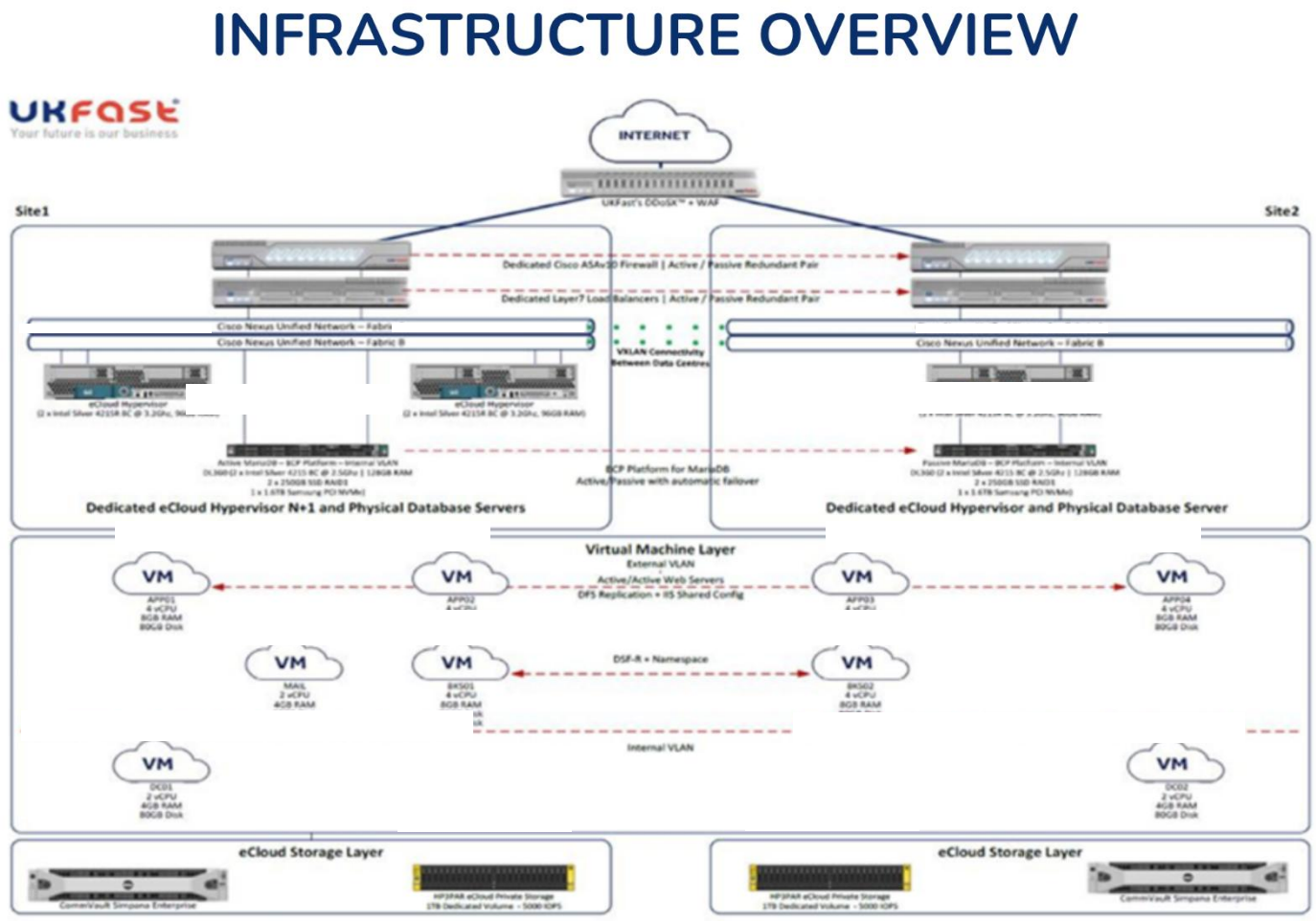
- ISO–Certified tier 3 data centres located at ANS Group Data Centre, Manchester, UK.
- Accreditations – SO27001:2013, ISO9001:2008, ISO14001:2015, ISO 27018:2014, Cyber Essentials, G-Cloud 9, PAS2060, PCI DSS Compliance.
- 24/7/365 UK based support – round the clock HQ & on-site DC engineers.
- 15 min rapid response + 1hr hardware replacement guarantee.
- Redundant high-capacity power supplies, scalable for future expansion to ensure continuous operation.
- UPS and diesel generator system ensures continuous power supply to all equipment capable of supporting the site indefinitely in the event of mains failure.
- DX chillers, in N+1 configuration, for each data hall and external units that cool the refrigerant and pass through the Computer Room Air Conditioner (CRAC) unit.
- Sophisticated VESDA fire detection system linked to and monitored continually from ANS network operations centre.
- Enterprise-grade backup and recovery with Commvault.
- Award winning:
  ANS Group winner of the 'Microsoft Business Applications 2021/2022 Inner Circle awards'.
  ANS Group won 'Best DevOps Services Company' at the 'DevOps Excellence Awards 2020'.
  ANS Group named 'Microsoft Partner of the Year Finalist 2021'.
- 99.99% network uptime guarantee.
- 100% Carbon neutral with a PUE of less than 1.3 at full design load.

Data Centre - Physical Security

- Secure site access and 24hr NSOI-accredited security patrol.
- Common ports on servers are disabled in order to restrict access.
- Staffed 24/7/365 by SIA accredited ANS staff.
- Internal and external CCTV.
- 2.8m secure fencing and razor wire perimeter fence.
- Access to the data centre is restricted to authorised personnel who hold Photo ID security passes.
- On arrival at the data centre, all visitors MUST sign in.
- 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).
- Key fobs have different levels of access. The levels only allow access to pre-arranged areas within the data centre.
- 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.
- Visits to the data centre for non-authorised personnel must be arranged with data centre staff at least 24 hours in advance.
- Clients taken on data centre tours must bring and show a valid form of photographic ID.
- Because of security protocol, access will be denied to anyone attempting to gain entry without a valid form of photographic ID.
- In addition, an authorised photo ID holder must always accompany visitors during their visit.
- Visitors must wear visitor passes at all times during the data centre visit.

EVOLVE Infrastructure Overview

eduFOCUS' server infrastructure is housed across multiple sites at one of the UK's leading data centres. EVOLVE is a fully hosted service solution and clients do not require any additional hardware or software[1] in order to use or manage the service. It is scripted in Microsoft Active Server Pages, is hosted on the Microsoft Windows Server 2019 Datacentre platform and stores dynamic data within a clustered SQL database environment.



[1] other than a web browser and internet connection

EVOLVE Infrastructure Details

- ✓ DDoSX 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.
- ✓ 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 mitigate inbound and outbound traffic for all web applications.
- ✓ EVOLVE infrastructure is hosted across multiple sites and benefits from full redundant pair configuration to maximise availability.
- ✓ The network is protected by ASAv10 Cisco firewalls configured as a redundant pair.
- ✓ Access to application servers is managed by Dedicated Level 7 Load-Balancers to maximise system availability and response times.
- ✓ All data is encrypted in transit using TLS 1.2.
- ✓ Data is stored in clustered and encrypted MariaDB environment (AES-256) to maximise availability and security.
- ✓ Incremental hourly and full daily CommVault database backups.
- ✓ Documents uploaded by users are stored in high availability encrypted SAN (AES-256).
- ✓ SAN and server backups performed by CommVault
- ✓ Proactive Threat Monitoring on each server detects host-based intrusion attempts, provides file integrity monitoring and vulnerability scans.
- ✓ Threat Response ensures that a dedicated team of security specialists are on hand to respond and mitigate threats.