

SaaS: Frequently Asked Questions

Why Should I Consider SaaS?

Thousands of companies worldwide are moving their solutions from in-house to Software as a Service (SaaS) solutions. This allows businesses of all sizes to take advantage of the benefits of professionally hosted services.

Benefits of SaaS include

Less IT Burden:

Your IT staff will never be burdened with complex upgrade and maintenance procedures. This can shave hours off of extended schedules by eliminating time spent on application and system problems.

Extremely Efficient and Highly Scalable Solutions:

You will have the ability to work efficiently without cumbersome hardware and software maintenance. You can access your programs remotely without installing software on each of your individual work stations. Plus, you'll never have to shuffle data across

multiple networks or systems. Your data is accessible anytime, anywhere, from any computer with an Internet connection.

Reduced Cost:

Hate those huge upfront IT costs? SaaS is the answer. You won't have to empty your wallet to get your SaaS solution up-and-running. Instead, you'll pay a fixed, low monthly fee that's easy on your budget. Forget those hidden fees and surprise costs for expensive hardware and software upgrades, or a specialized staff to manage the solution. With SaaS, everything is taken care of for you.

Redundant Network Infrastructure

Our network is comprised of a fully-meshed configuration of top-brand networking equipment. The core of our network is fully redundant, for every switch or router there is back up.

The TimeForce network is connected to multiple Tier1 providers to minimize the distance to the end user, and to build redundancy.

We supply two diverse network connections from two separate core switches from our redundant core. While only one connection is used to route traffic, the second connection is a

hot standby circuit ready to route if an issue arises. The change to the standby circuit is instantaneous, and happens without any adjustment to the network configuration.

Our engineers monitor our network 24 hours a day, 7 days a week. We also use an external system to monitor from an offsite location 24/7. This dual monitor approach allows us to ensure that our network performs at an optimal level while minimizing network problems.

Data Center Security

- ✓ Early warning intrusion detection system
- ✓ Onsite personnel
- ✓ Closed Circuit Digital Camera System
- ✓ Biometric and Card Access Entry System
- ✓ Security System Monitoring (on and off site)
- ✓ Multiple Checkpoints to controlled areas
- ✓ All equipment housed in locking cabinets, cages or suites
- ✓ Restricted access building

Network Infrastructure

- ✓ Routers, switches and firewalls
- ✓ Intelligent BGP routing
- ✓ Multi-homed redundant Tier 1 IP backbone
- ✓ Offsite and SAN snapshots for disaster recovery
- ✓ Power conditioning, UPS and generator farm
- ✓ Redundant HVAC secure climate controlled data center

What Does it Mean to have a SAS 70 Type II Certified Data Center?

Stable Environment

- ✓ Anti-Static Floor
- ✓ Redundant CRAC (Computer Room Air Condition) Units
- ✓ Temperature and Humidity Controlled and Monitored

Fire Protection

- ✓ Early Warning Fire Detection Systems
- ✓ Pre-Action Dry Pipe Sprinkler System
- ✓ Smoke Sensors
- ✓ Heat Sensors

24x7x365 Monitoring

- ✓ Facility Monitoring System
- ✓ Automation Security Systems & Monitoring
- ✓ Custom Monitoring System for Servers, Routers and Switches

Why is Hosting Your Systems in SAS 70 Data Center Important to You?

Anyone who is concerned about data security should be interested in a SAS 70 certification from their data center.

If you are part of a publicly traded company that must comply with Sarbanes-Oxley or HIPAA

Many companies require SAS 70 compliance for their service providers and companies to which they outsource operations

Data Centers receive significant value from having a SAS 70 engagement performed. A Service Auditor's Report with a qualified opinion that is issued by an Independent Accounting Firm differentiates the service organization from its peers by demonstrating the establishment of effectively designed control objectives and control activities. A Service Auditor's Report also helps a service organization build trust with its customers.

High Powered Network

What does it mean to host with a world class network? It means speed, power and reliability. Our Enterprise-ISP network sends traffic to its destination using Border Gateway Protocol (BGP). BGP is a network protocol that chooses how to transform information over the Internet based on the fewest number of available network hops. Our servers are redundant and backed up by one primary and two redundant diesel generators.

Powerful Systems

- ✓ Redundant UPS Systems for AC Power
- ✓ Redundant DC Power Rectifiers & Battery Strings
- ✓ Diesel Generator Farm with Static Switch

High Performance and Availability

- ✓ HP Blade system
- ✓ Maximum performance Intel Xeon blades loaded with CPU's and Memory
- ✓ Includes a shared, 5-terabit-per-second high-speed Nonstop mid-plane for wireonce connectivity of server blades to network and shared storage
- ✓ Redundant and flexible I/O configurations with HP Blade System Interconnect technology
- ✓ Full power redundancy with N+N hot-plug power supplies and the flexibility of N+1 redundancy
- ✓ Increased Power Supply efficiency. Greater than 90% efficient from less than 10% load
- ✓ Climate Savers Gold compliant
- ✓ Multiple SANS with redundant controllers and power supplies