



Asset Bank - Dedicated Server Hosting Description

Author: Martin Wilson, Eric Clack & Patrick Groenendal

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Introduction

This document describes Bright Interactive's Dedicated Hosting Service including:

- The hosting environment and the level of service we provide if you decide to host your Asset Bank on one of our servers.
- The availability you can expect from Asset Bank when it is hosted on one of our dedicated virtual servers.

We partner with Rackspace (<http://www.rackspace.co.uk>) to provide managed dedicated cloud hosting solutions to clients who need extra performance and 24x7 server support.

You should consider dedicated hosting if you require:

- A higher level of support (for example, 24x7 server support).
- An SLA guaranteeing availability.
- Support for custom requirements, e.g a VPN tunnel to support integration with an LDAP server on your organisation's LAN.

We can help you to select a suitable managed hosting partner (for example Rackspace) and help install and configure your Asset Bank on your server.

The hosting environment

We use fully scalable, reliable, and responsive Rackspace Cloud Servers. The cloud servers are virtual machines running on Xen hypervisors. They are built entirely with RAID 10-protected, data-centre-grade SSDs and use powerful Intel® Xeon® processors.

Available server configurations:

- 8GB 160GB System 8vCPUs 1,600Mb/s network bandwidth
- 15GB 40GB System 150GB Data 4vCPUs 1.3Gb/s network bandwidth
- 30GB 40GB System 300GB Data 8vCPUs 2.5Gb/s network bandwidth

Your original asset files and thumbnails will be stored in Amazon S3. Block storage volumes can be added as required to provide extra local storage if required.

Supported Operating Systems:

- Debian GNU/Linux

Security

Ensuring your data is secure is a priority. Security features of our dedicated hosting environment include:

- ISO 27001 accredited suppliers, both Rackspace and Amazon S3.
- The servers at a minimum will have a managed software firewall blocking access to unneeded ports and limiting access to the server OS to a limited set of IP addresses. If required a dedicated Cisco firewall is also available.
- Automated and Rackspace-tested OS patching.
- Only SSH (i.e. encrypted) access is allowed to the server OS from a limited set of IP addresses e.g. Rackspace and Bright Interactive IP ranges.
- It is recommended that an SSL certificate is purchased for your Asset Bank domain so that web traffic in and out of the site will be encrypted.
- User passwords are hashed using a SHA-256 hash algorithm (with random salt) before they are stored in the database.
- Asset Bank supports various Single Sign-on and Federated Identity implementations.
- Asset Bank's built-in audit logging enables you to track who has logged in and when.

In addition, we have a security vulnerability management and disclosure policy, details of which can be seen here:

<https://www.assetbank.co.uk/security-policy/>

Dedicated Hosting Architecture

Figure 1 illustrates the architecture of our dedicated hosting service.

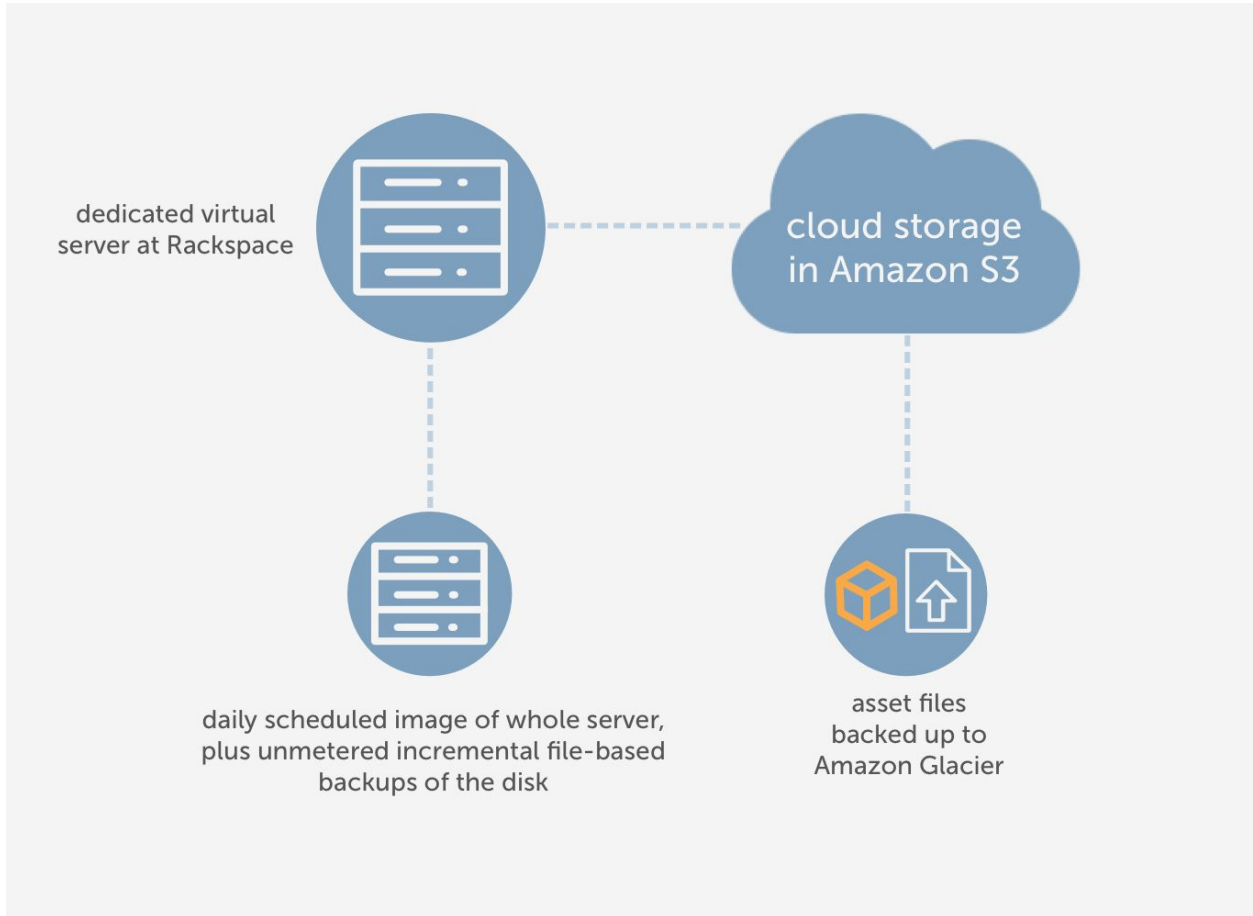


Figure 1: Dedicated Hosting Architecture

Backup & recovery

Rackspace's Managed Backup Service is known in the industry as a 'Tier 2' Backup Service; meaning it is not a Disaster Recovery product, but a Data Protection service designed to restore data, not to rebuild a server.

The standard backup process for cloud servers consists of a daily scheduled image of the whole server and unmetered incremental file-based backups of the disks.

Original asset and thumbnail files are backed up to Amazon Glacier every 6 hours.

Availability & SLA

Unless undergoing scheduled maintenance, we guarantee that your Asset Bank will not be down for more than 30 minutes per month.

Asset Bank will be polled regularly (e.g. every 15 minutes) to check for availability. Rackspace or Bright Interactive will attempt to resolve any issues as soon as they become aware of them.

In the event that Asset Bank is unavailable for more than 30 minutes in a given month due to problems with the software on the server (Asset Bank or any of the software required to run it, including the Operating System) or failure of the network infrastructure at Rackspace, we will refund to you 10% of your monthly hosting charge per 30 minutes of downtime – up to 100% of your monthly hosting charge minus our cloud storage costs over that period.

However, for the purpose of compensation, downtime begins when you log a call with Bright Interactive or Rackspace stating that you cannot access Asset Bank and ends when you successfully access Asset Bank or you are informed that Asset Bank is available again (unless you subsequently find otherwise).

Extraordinary Events. You are not entitled to credit for downtime or outages resulting from denial of service attacks, virus attacks, hacking attempts, or any other circumstances that are not within our control.

Support Hours

Problems with the availability of your Asset Bank can be logged with Rackspace at any time (i.e. 24x7) by your nominated contact, or with Bright Interactive during its standard Customer Support hours (described in the document [Asset Bank Customer Support](#)).

Other Hosting Options

We also provide a shared hosting service that is suitable for the majority of our customers' needs. It is cost-effective, performant and reliable, and supports the growth of your Asset Bank without large upfront investment.

For more information please refer to our [shared hosting service description](#).