



Asset Bank - Shared Hosting

Service Description

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Introduction

This document describes Bright Interactive's Shared Hosting Service, the hosting environment and the level of service we provide if you decide to host Asset Bank on one of our servers.

Why host with us?

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

The hosting environment

We offer shared hosting facilities in the UK, Ireland, North America and Australia.

We use fully scalable, reliable, and responsive AWS EC2 and Rackspace Cloud Servers as the main platforms for our shared hosting solution.

Asset Storage

Your original asset files and thumbnails will be stored in Amazon S3.

Cloud storage offers the following benefits over dedicated server storage:

- It's highly reliable—assets are redundantly stored on multiple devices across multiple facilities. Any corruption or storage failure is automatically corrected.
- It's highly scalable—the storage never runs out, so you will never need to migrate your Asset Bank as your storage needs grow.
- It's cheaper—there are no upfront storage costs to pay and because Amazon S3 stores many billions of files there are big economies of scale. We pass these savings onto you.
- It's greener—storing a large number of assets on a dedicated server is wasteful, even though the disks might be near capacity, memory and CPU are often very underutilised and this wastes power.

Server Monitoring

Every Asset Bank URL is monitored for uptime and responsiveness. Every essential service on the server required to run the Asset Bank is also monitored.

In the unlikely event of a persistent issue, it will be raised in our ticketing system and reported by text message to a member of staff.

Maintenance

We aim to perform all server maintenance outside of office hours for all our clients on the servers involved. We will contact you in advance in the event of scheduled maintenance if it involves downtime of the Asset Bank within office hours.

Backup Process

For each EC2 / Rackspace server, all of the local files required to fully restore each Asset Bank are mirrored nightly to three places in a different geographical location:

1. Nightly EBS snapshots / Mirrored to another server in Maidenhead
2. Our backup server in Brighton
3. Our off-site disaster recovery server.

The original Asset and Thumbnail Files in Amazon S3 buckets are instantly backed up to additional S3 IA buckets.

Disaster Recovery

In the unlikely event of software or hardware failure one of our engineers will try initially to fix the problem on the live server. If the problem is not quick or possible to resolve then we will switch across to the mirror server, and you will be notified of the new DNS settings if required.

Our target is to have your restored Asset Bank up and running within 1 business day of the failure, and often with a switch to a mirror server this can usually be achieved within 4 working hours.

Capacity

Hosting is priced at a fixed monthly, quarterly, six monthly or yearly fee for a specified amount of storage space. If you exceed the agreed storage space then we will notify you and you will then have the option of reducing the amount of space used, or paying for the extra capacity.

We operate a 'fair use' policy with respect to bandwidth and reserve the right to temporarily suspend an Asset Bank that is critically affecting the performance of a shared hosting server. We would propose a dedicated server hosting solution for an Asset Bank for which this is an ongoing issue.

Security

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

- ISO 27001 accredited suppliers, both AWS and Rackspace.
- All of our servers have security groups or firewalls blocking access to unneeded ports and limiting access to the server OS to a limited set of IP addresses.
- We are notified automatically of new security patches and they are applied as new threats emerge. Security patches are tested internally before being applied to live environments.
- Only SSH (i.e. encrypted) access is allowed to the server OS and only by support staff. Clients are never allowed to login to a server's OS.
- Server access logs are kept for a minimum of 3 months.
- We require that clients purchase an SSL certificate when they use their own domain for Asset Bank so that web traffic is encrypted.
- Each Asset Bank uses a separate database instance, to ensure that clients' data is segregated.

Security features of the application itself, along with our security vulnerability management and disclosure policy, can be seen here:

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

Shared Hosting Architecture

Figure 1 illustrates the architecture of our shared hosting service.

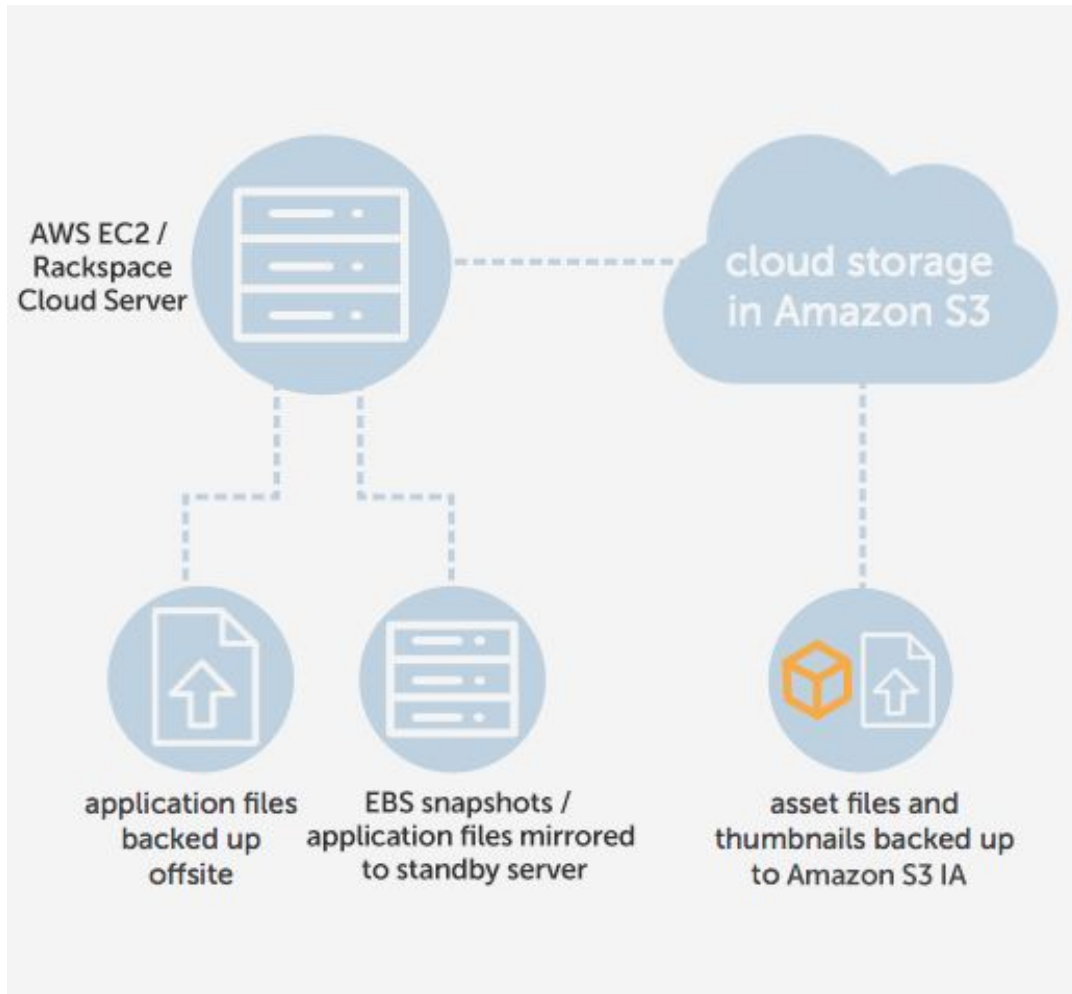


Figure 1: Shared Hosting Architecture

Obtaining Your Data

The data associated with your Asset Bank belongs to you, and you have the right to request a copy of it at any time. We provide two methods for this:

- **Cloud sync:** We can sync all of your data through the cloud for you. This is a fast, reliable and cost effective solution. Our preferred method is into an [Amazon S3 bucket](#). If you have questions about setting one of these up then we can advise you on that as well.
- **Removable media:** We can send your data to you by post either on request or on a regular basis (for example, once a month). You will need to provide us with a removable USB disk onto which we will write the data.

If you would like a copy of your data then please get in touch, so we can work out the best option for you and supply you with a quote.

Other Hosting Options

We understand that some clients would benefit from hosting their Asset Bank on a dedicated server, either from the start or after a period of time hosting with us. For example, 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).

If you would rather own your server then 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.

For more information please refer to our [dedicated server hosting description](#).