

Software as a Service: Performance, Availability and Security

As organizations gravitate toward the on-demand delivery model for all types of business applications, decision makers naturally want to be sure about safety, performance and control when switching to Software as a Service.

At Intacct, when we talk about performance, availability and security we are referring to a specific set of operational metrics:

- 99.8% or greater application availability
- In case of major disaster, applications will be up and running within 24 hours
- Local backups every 30 minutes
- Backup to remote disaster recovery center every 2 hours
- Last 24 hours of transactions continuously preserved in Oracle redo logs
- Maintain SAS 70 Type II audited and certified processes and controls
- Measure application speed and responsiveness constantly
- Monitor and manage system operations 24x7x365

Intacct's advanced multi-layer security protects client data and keeps applications up and running through local disruptions like power outages. We regularly help clients with business

continuity through major disasters — all you need is an Internet connection to access the system anytime, from anywhere — even if your own facilities have been compromised by power outage, fire, flood or hurricane.

We accomplish this both through our own investments and by partnering with world class companies like IBM and SunGard. IBM and SunGard are world leaders in data center operations — IBM for data center infrastructure and SunGard for back-up and disaster recovery.

Performance, availability and security start with data center operations. This is why Intacct selected IBM's tier one data center in San Jose, California as our primary data center facility. Employing world class hosting, built in replication, redundant Internet connections, on-site power generation, transaction backups every 30 minutes, and complete offsite data backups nightly, the IBM data center that Intacct

APPLICATION AVAILABILITY

Our IBM Data Center in San Jose, CA helps Intacct provide guaranteed 99.8% availability:

- 7x24x365 monitoring and operations
- Multiple fiber trunks
- Mirrored RAID storage
- Standby servers
- Redundant network components
- Redundant uninterruptible power supplies
- Parallel redundant generators

Our SunGard Disaster Recovery backup site in Philadelphia, PA adds:

- Full application recovery within 24 hours in case of a major disaster

APPLICATION SECURITY

- Access controlled by a 3-part user authentication
- Password changes enforced at specified intervals
- Strict session management, including automatic session and login time-outs
- Granular permissions
- Multiple levels of firewalls
- Optionally set acceptable IP ranges from which users may log-in

leverages offers levels of availability, reliability and security that exceed that provided by all but a few Fortune 100 in house computing environments.

If a true disaster strikes and the IBM San Jose data center itself becomes compromised, it is imperative that a comprehensive business continuity strategy include a full disaster recovery program with a back-up data center outside of California. In the unlikely event that an earthquake or other disaster were to completely destroy the IBM data center, you can rest assured that via Intacct's partnership with SunGard, your applications will be operational within 24 hours and you will lose no more than two hours of transactions. And this isn't just a theoretical guarantee — SunGard and Intacct regularly exercise the system to ensure that our disaster recovery processes work quickly and seamlessly if needed.

Intacct also features round the clock monitoring and operations. The Intacct operations team is constantly monitoring the system, looking for anomalies and anticipating and solving problems before they impact our clients. Even with a world-class data center and high-end, redundant infrastructure, issues are bound to occur. Intacct's operations

staff on three continents work 24 hours a day, seven days a week to help Intacct quickly identify and solve problems when they occur.

We know our clients count on us for performance, availability and security. Our Buy with confidenceSM guarantee of 99.8% availability translates to no more than 20 minutes per month of unplanned downtime. And this is Intacct's guaranteed minimum level of service — we regularly achieve months with 100% uptime.

Our clients quickly learn to count on Intacct to be up and running virtually all of the time, even when their own internal systems may not be — so they enjoy the flexibility to access Intacct from home or from remote locations day and night — whatever is easiest and most productive for them.

SYSTEM INTEGRITY

- tightly restricted access to production data
- Real-time activity log tracking
- Virus resistance reinforced through software architecture
- Oracle database secured with advanced security
- SAS 70 type II audited

DATA REDUNDANCY

- Built on highly reliable Oracle infrastructure
- Full daily backups of all data to multiple locations
- transaction data backed-up every 30 minutes
- transaction data sent to remote SunGard Disaster Recovery data center every 2 hours
- SSI encryption (128-bit) used for all data transmission — from session data to back-ups
- complete data files available for a nominal fee