



PPO™ Security and Availability

Background

PPOLive™ is a fully hosted version of PPO, where the application is made available to customers on a “Software as a Service” (SaaS) basis through the Internet. Customers therefore pay for using the software rather than purchasing the software outright.

Security in General

Inevitably, when an organisation’s data is kept on servers that are not under its direct control, concerns regarding security and availability of the service come up.

Although this is certainly a valid concern, the bottom line is that in most cases we can provide better security than most organisations due to the fact that we are not hampered by having to manage a complex network, with disparate hardware and a multitude of different applications. We only have to protect a single application.

Furthermore, we are staking our reputation and those of all our clients on the level of security that we provide. We therefore take security very seriously.

Confidentiality

As part of our service offering, we sign a confidentiality agreement with every single client that legally protects the information that you entrust to us.

Disaster Recovery

We have a comprehensive Disaster Recovery Plan in place including a fully mirrored fail-over server. In the event of a catastrophic failure, we have the processes in place to ensure that the service can be restored with very little delay.

Hosting

Our servers are hosted by Hetzner (<http://www.hetzner.co.za>), which is one of the leading ISPs in both South Africa and Europe. Hosting our servers with Hetzner provides us with the following benefits:

- Secure data centre with 24 hour security
- Monitoring of facilities (video surveillance, biometric access)
- Backup data centre in Cape Town
- Multiple redundant 100Mb connections to the Verizon back-bone
- Un-interruptible Power Supply (UPS) with diesel generators
- Hardware based firewall
- Proven track record of 99.9% uptime



Server Management

In addition to the management services provided by our ISP, we also have the following in place on our servers:

- Second firewall, configured to allow only essential traffic
- Daily, encrypted back-ups that are transferred to a second off-site location
- Regular reviews of firewall and web logs
- Continuous monitoring of key statistics (e.g. disk, memory and processor usage)
- Continuous heart-beat monitoring of the servers (every 5 minutes) from an off-site location to identify if the servers are up and response times are adequate
- Each client's data is stored in a separate database and backed up separately
- Nobody, other than our senior technical staff have direct access to the servers.

Further Reading

If you would like to find out more about hosting, SaaS and security around SaaS, please feel free to try these links:

Our Internet Service Provider:
www.hetzner.co.za

Software as a Service (SaaS) defined:
http://en.wikipedia.org/wiki/Software_as_a_Service

SaaS and security:
www.trumba.com/connect/knowledgecenter/software_as_a_service.aspx

For assistance and more information please contact us @ support@postvision.co.za.

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