



PMWeb Hosting

A BETTER WAY TO HOST YOUR APPLICATIONS AND DATA

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Introduction

PMWeb provides full-service, state-of-the-art Web hosting for your enterprise, whether it is a small business, government agency or a global corporation.

Facilities

- SSAE 16 Type II, formerly SAS 70 Type II, Certified data-centers
- 24/7/365 on-site management and monitoring
- Restricted access and continuously monitored surveillance
- Self-contained, redundant climate control and fire suppression
- UPS-redundant battery back-up with diesel generator for prolonged power outages
- 12" thick poured concrete walls and reinforced ceilings
- Raised flooring for under-floor cooling and ventilation

Infrastructure

- Fully virtualized infrastructure using the latest VMware® software
- Redundant N+1 Servers, clustered for load balancing/failover
- Synchronous on-site replication at the SAN Level
- Asynchronous off-site SAN-to-SAN replication
- State-of-the-art Dell™ PowerEdge™ servers
- Redundant server power supplies, HBAs, CPUs and hard drives
- Redundant SAN power supplies, controllers and drives
- 10 GB Ethernet interface for the ultimate throughput
- 15k RPM SAS drives for the maximum speed and throughput
- Redundant firewalls antivirus/anti-spam security and VPN support
- 24/7/365 monitoring of server health, application health, services and data



Backup/Recovery Procedures

Full and incremental backups protect and preserve corporate network information and should be performed on a regular basis for system logs and technical documents that are not easily replaced, have a high replacement cost or are considered critical. Backup media should be stored in a secure and geographically separate location from the original and isolated from environmental hazards. Backup network components, cabling connectors, power supplies, spare parts and relevant documentation should be stored in a secure area on-site as well as at other corporate locations.

Network-specific data and document retention policies specify what records must be retained and for how long. All network organizations are accountable for carrying out instructions for records management in their organization.

PMWeb IT Technical Support follows these standards for data backup and archiving, particularly for networks:

Disk-to-Disk-to-Tape Backup

SQL Data is backed up as follows:

- Full Weekly backups
- Daily Differential Backups
- Hourly Log Backups

Replication/Log Shipping is used to transfer data daily to the Disaster Recovery (DR) Site.

Website Data/Reports are backed up as follows:

- Weekly backup of site data/reports
- Weekly code backups are sent to the DR site and Restored Virtual Machine Backup
- Production VMs in the US are replicated in real time to a DR site with an RTO of 2 hours and an RPO of 2 hours
- Production VMs in the EU use image based snapshots with an RTO of 4 hours and an RPO of 4 hours

Tape Retention Policy

Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing network components.

Tapes (if used)

- Tapes greater than 3 years old are destroyed on a six month interval
- Tapes less than 3 years old must be stored locally and securely offsite
- The system supervisor is responsible for the transition cycle of tapes

System databases

- A copy of the most current network and system databases must be made at least twice per month or based on frequency of changes made
- These backups must be stored offsite
- The lead network administrator is responsible for this activity



Offsite Storage Procedures

- Tapes, disks and other suitable media are stored in environmentally secure facilities
- Tape or disk rotation occurs on a regular schedule coordinated with the storage vendor
- Access to backup databases and other data is tested annually

Redundancies

- Connectivity - Multiple data lines and redundancy for connectivity. If a line fails, another line becomes active immediately. Network connection is redundant to a minimum of three Tier-1 providers.
- Network Hardware - All network hardware (firewalls, routers, switches etc.) is connected redundantly to prevent single-point failure. A minimum of two each of the following devices is provided: firewalls, switches, PDUs, servers and HBAs. If a device fails, a second one becomes active immediately.
- Generator - All network hardware is protected by uninterruptible power supplies. In the event of a prolonged power outage a diesel generator supplies power to keep the equipment running indefinitely.

Service/Support

At PMWeb Hosting we understand that the greatest hardware is still no better than the people who stand behind it. Our support technicians are friendly, fast and very knowledgeable. We pride ourselves on our quick and accurate response to issues and the care with which we safeguard your data.