

FrontRange ITSM SaaS²

Powerful and Flexible On-Demand ITSM Solution

Security, availability, and performance are the most critical elements in any infrastructure that hosts and operates your mission critical applications. You can be assured your company data is both secure and accessible with FrontRange SaaS². ITSM SaaS² runs on a highly scalable cloud computing platform that is architected to meet enterprise production application requirements for security, control, performance, and high availability. Coupled with our SAS 70 certified business practices ITSM SaaS² ensures your application data is accurate, accessible and secure.

Security

Operational Security and Control – SAS 70 Type II audit compliance

FrontRange ITSM SaaS² solutions are hosted on data centers that are SAS 70 type II certified.

SAS 70 is the recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA).

Certification of the SAS 70 Type II examination indicates that the processes, procedures and controls have been formally evaluated and tested by an independent accounting and auditing firm. The examination includes the company's controls related to managed security services, change management, service delivery, support services, backup and environmental controls, logical and physical security, as well as, managed storage and managed backup services.

Data Security

The ITSM SaaS² application platform is developed with a multi-layered security strategy that provides controls at multiple levels of data storage, access, and transfer. It includes multiple layers of data redundancy and backup processes for comprehensive security and business continuity.

Data security measures include:

- All networking components, SSL accelerators, load balancers, web servers, application servers and firewalls are configured in a redundant configuration
- All customer data is stored on a primary database server that is clustered with a backup database server for redundancy
- Application configuration and operation servers are configured redundantly

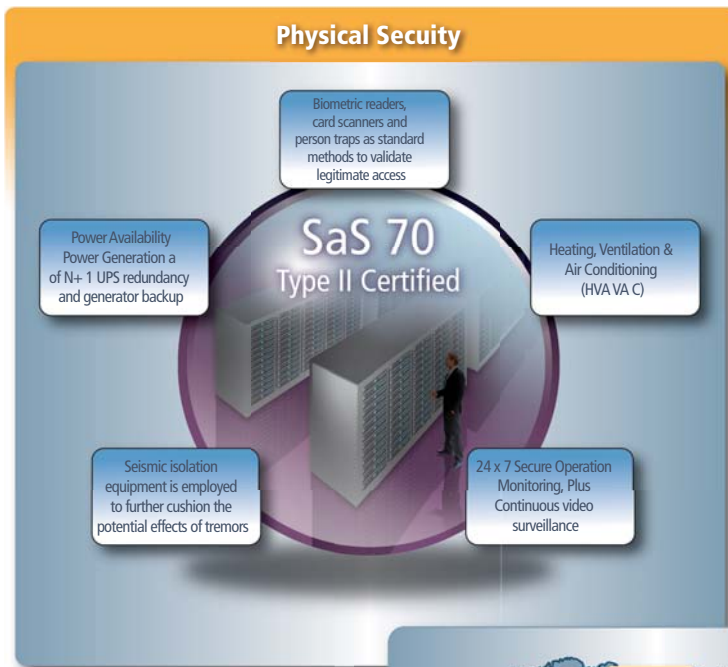
FrontRange SaaS²

FrontRange ITSM SaaS² delivers the future of IT Service Management, today.

- Multi-tenant Web 2.0 cloud platform
- Broad portfolio of IT applications – moving beyond service management
- Highly flexible and scalable to meet needs of dynamic and growing businesses
- Accelerates adoption of best practices and automation
- Customer friendly pricing and licensing
- 24x7 global customer support
- Comprehensive portfolio of services delivered by domain experts
- Designed for non-technical business users and demanding technicians and analysts
- Quickly start with SaaS and then migrate to on-premise or hybrid solutions to align with dynamic business needs

Destination SaaS²





Physical and Infrastructure Security

SaaS² Cloud Infrastructure is housed in controlled data centers in multiple locations. Each data center is a secured environment designed to be robust, fault tolerant, and concurrently maintainable, including a variety of physical barriers to prevent unauthorized access.

Physical security measures include:

- Biometric readers, card scanners and person traps are used as standard methods to validate legitimate access, ensuring only authorized personnel are granted access to our data centers
- Heating, Ventilation and Air Conditioning (HVAC) to minimize hardware outage
- 24 x 7 Secure Operation Monitoring, plus continuous video surveillance
- Seismic isolation equipment is employed to further cushion the potential effects of tremors
- Power generation a minimum of N+1 UPS redundancy and generator backup to ensure continuous power supply

Availability

Commitment to Availability. Backed up by Service Credit.

FrontRange commits to provide 99.97% uptime with respect to the Customer’s Subscription Service during each calendar quarter (“Account Period”), excluding regularly scheduled maintenance times or natural catastrophic events. If in any Account



Period this uptime commitment is not met by FrontRange and Customer was negatively impacted, FrontRange shall provide, as Customer’s sole and exclusive remedy, a service credit equal to the number of minutes the Subscription Service was unavailable during that Account Period.

High availability of all applications and services are achieved by deploying multiple instances of the application servers, web servers and firewalls, while keeping the load on each of the servers below specific load thresholds. This is done to ensure that, should a failure on a particular server occur, the load can be redistributed between the remaining servers with minimum negative impact on overall performance.

Disaster Recovery

FrontRange Cloud Architecture is designed to deliver mission-critical reliability and disaster recovery capability to support customers of all sizes. Robust backup and restore processes are in place to transfer services to a secondary recovery site quickly.

Utilizing an advanced data replication system, FrontRange offers enterprise customers the option to conduct near real time data replication to our disaster recovery data centers so services can be restored in a matter of minutes in the event of a disaster.

Disaster Recovery measures include development and testing of Formal Disaster Recovery and Business Continuity plans.

Multiple Data Center Sites

FrontRange Cloud infrastructure is hosted in multiple, robust market leading data centers. All sites are world-class, geographically disbursed data centers that are situated to meet security, performance and scalability requirements. Each location can serve as a disaster recovery site. In the event of a disaster, customer’s URLs are redirected to the alternative data center.

- All customer data and application configurations are backed up incrementally on a daily basis
- Full backup is performed on a weekly basis
- Each backup is copied to secondary data center for disaster recovery process
- Snap Shots for application servers are taken on a weekly basis and when new meta data changes are applied
- For SaaS² Enterprise customers, FrontRange offers data replication technology that creates and maintains a second database at FrontRange disaster recovery sites, enabling the disaster recovery site to be brought online in a matter of minutes

MORE INFORMATION

Solutions for Today’s Enterprise – White Paper

ITSM SaaS² Flash Demo

Explore or Get Started Now! 800.776.7889
www.fronrange.com/saas

