

State of the Art Encryption Technology

- Data transmission key encryption at 1024 bits
- SSL (Secure Sockets Layer) 128 bit encryption– a secure “tunnel” that scrambles your information while using an internet browser.
- Secure, encrypted and random tokens are used to provide access to each document.
- Documents in transit have no “magnetic” footprint anywhere, not even on your hard disk.
- Database storage encrypted, no passwords are available to even internal staff.

Data Availability and Redundancy

- Our high performance back-up systems achieve data at multiple intervals throughout the day – ensuring complete recoverability in the face of even the worst catastrophe.
- Database replication provides redundancy – stored at dispersed geographical locations.

Firewall Protection

- For additional security, we add “firewall” in multiple layers in our infrastructure to keep out unauthorized users.
- Information passing through these layers is scrambled and does not allow “eavesdropping”, right from opening your browser the very first time.

Detail Logs & Event Tracking

- Application reporting mechanisms provides exact audit trail or what is being reviewed and by whom.
- Operating system events are tracked via industry best practices tools and processes.

User Login and Passwords

- We require custom invitations to be sent to prospective buyers. These invitations are only accessible to the authorised party.
- All activity is tracked, and users are locked out of the system if any tampering is detected.
- User account management is easily handled by the deal owner using our proprietary rights-management service, setting what users can print and access in general.
- Passwords are stored encrypted in the database using our proprietary scrambling.
- Password requirements include minimum lengths and changing at specific intervals.

A Comprehensive Security Infrastructure

Documents: Easily manage security for restricting printing, saving, copying and standard “Print Screen” of documents online – including secure and encrypted database storage.

People: We require security badge ID’s, two factor authentication required to access data center by selected technicians and continual monitoring of access points, tightly managed user logins and password rights.

Infrastructure: Our network infrastructure is available in several locations, configured for high-availability and redundancy to ensure uninterrupted access to data, including building security with 24X7 closed circuit monitoring.

SAS 70 Type II Compliant

SAS 70 Type II was developed by the American Institute of Certified Public Accounts and is an internationally recognized auditing standard. SAS 70 Type II audits the controls in place within a company and the operational effectiveness of these controls during a minimum period of 6 months.



Datacenters

We currently maintain 4 datacenters which house over 10,000 servers. Each datacenter is manned 24/7 by Rackspace and monitored centrally in San Antonio, Texas.

- Rackspace SAT1 Datacenter – San Antonio, Texas
- Rackspace SAT2 Datacenter – San Antonio, Texas
- Rackspace IAD1 Datacenter – Herndon, VA
- Rackspace London Datacenter – London, UK

Overview

- Biometric Hand scanners and proximity access cards
- Multiple fiber providers
- Backup Diesel Generator
- Powerware Battery backed up UPS
- 18 inch Raised Floor
- Dry Pipe pre-action Fire Suppression System

Security

- Single Entry and Exit for Normal Activities
- Biometric/Proximity Access

AC Power Systems

- Redundant Utility Power Feeds
- PDI Power Distribution Units throughout datacenter

UPS - Powerware 9315 Online UPS

Generator

- Backup Diesel Generator onsite
- Fuel Supplier SLA in Place

Environmental

- Data Aire or Liebert Floor Mounted Computer Room Air Conditioning Units

Fire Suppression - Dry pipe pre-action fire suppression

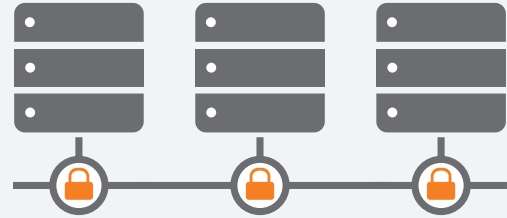
Facility Monitoring - Data Trax Facility Monitoring System

Customer Rack Systems

Dell Cabinets. Dell racks are standard 7' x 19" racks. Dell's newest generation rack system which accommodates Dell Rapid rails for quick mounting. Universal mounting rails are available and used with non-Dell hardware such as switches, firewalls and load balancers.

Remote Server Console Access

Non DRAC/ERA enabled devices such as firewalls and load balancers are connected to a serial port concentrator device and can be remotely accessed over our private management LAN. Customers have no access to load balancers or firewalls.



Network

- Redundant Cisco 3-tiered LAN architecture (core – distribution – access)
- LAN includes Load Balancers, VPN, Firewalls, Remote Access, SSL acceleration, etc.
- In-house cable includes CAT-5E

Core Routers - Redundant Cisco 12000 GSR Series

Core Switches - Redundant Cisco 6509 Switches

Access Switches - Cisco 2950 and 3524 access switches

Monitoring - NARC – Network Monitoring Software

Firewalls - Dedicated Cisco Pix 515 in single configuration

VPN

Point to Point VPN's terminate on customer firewall or dedicated VPN concentrators. Client based VPN's are also commonly used.

Network-Based Intrusion Detection

Exterminator is a Intrusion Detection System (IDS) that continuously monitors the network in Rackspace's Texas data center for any signs of malicious activity. When an attack attempt is detected, Exterminator's proprietary software acts to prevent any communication between the targeted host and the attacker, rendering the attempt unsuccessful.

Customer Access

Customers retain full administrative control of their leased servers. Rackspace retains control of dedicated networking hardware such as firewalls, load balancers. If a customer requires console level access, VNC or Terminal Services can be used.

Backup and Recovery

Fully managed backup is available and is backed up to a central online storage

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