



## **BRAXSIM VIRTUAL SERVERS: QUICK GUIDE**

Take a moment to dive deeper into our Virtual Server solution:

- Geographically dispersed data centers included in the price
- Included Disaster Recovery on our systems -- minimum daily data snapshots stored in a second geography. Also, infinite storage locally of daily data snapshots with Disaster Recovery
- Cisco, NetApp, Synology and VMWare premium hardware
- Operating System included for server
- Firewall included
- Unlimited bandwidth transfer
- IP addresses included
- Deduplication and compression of backup data. In many cheap solutions your data needs grow exponentially with backups.
- Disaster recovery only: On Premise, In Cloud, and Geographically redundant copies
- FULL management, 24x7 customer care and "Remote Hands" for any server issue

### **DATA CENTER PHYSICAL SECURITY**

---

- SAS 70/SSAE 16 certified facilities
- Strict security policies and procedures help clients meet regulatory demands and compliance guidelines set forth by HIPAA, SOX, PCI, etc.
- 365x24x7 on-site personnel and monitored video surveillance
- Card key plus PIN to access facility
- Card key / biometric fingerprint to critical areas
- Individually locked cabinets and cages
- Photoelectric wall beams
- Digital cameras
- Redundant backup power via multiple UPSs and generators
- Redundant network infrastructure
- Geographic diversity/redundancy



## **DATA CENTER NETWORK SECURITY**

---

- Cisco routing and switching with strict access, protecting the borders of our network, and VMware's vShield Edge firewall, protecting all servers
- SSL VPN with two-factor authentication for all remote access
- All storage subsystem traffic is segmented on private isolated network to protect customer data
- All systems are managed by named user logins with granular user access; system access is logged to a centralized logging subsystem for auditing purposes
- Utilization of IPSEC VPNs and separate voice VLANs at the customer site to protect the privacy of all voice communications
- Utilization of private WAN circuits between locations and IPSEC for encryption to avoid sensitive data traversing the public Internet

## **INSURANCE POLICIES**

---

- Technology Services Liability Coverage
- Miscellaneous Professional Liability Services Coverage
- Technology Products Liability Coverage
- Media Content Services Liability Coverage
- Network Security Liability Coverage
- Privacy Liability Coverage
- First Party Extortion Threat Coverage
- First Party Crisis Management Expense Coverage
- First Party Business Interruption Coverage



## Virtual Server Features

- **Instant scalability and agility:** Increase or decrease your data capacity instantly.
- **High availability and performance:** Geographically diverse data centers ensure availability and ultimate performance.
- **Automatic server back-up.**
- **Enhanced mobility:** Data and applications can be accessed anywhere, anytime via the Internet.
- **SSL-based remote administrative access:** Secure remote access from any web browser.
- **Security and stability:** Multi-layer, ironclad security features protecting your data.
- **Managed environment with continuous monitoring:** Our team manages and maintains your cloud environment with round-the clock staffing and video monitoring.
- **Energy efficient:** Research suggests that you could save \$35 - \$45 per server on your power bill by moving your data to a virtualized datacenter.
- **Affordable pricing:** Affordable monthly plans customized to fit any budget.



## **Due Diligence Q&A**

- 1. Are your datacenters audited and certified annually for SSAE-16 Type II?** Yes, with written certification and verified independently.
  
- 2. Do you guarantee at least 99.999% uptime and provide compensation to me if your service fails?** Yes, we guarantee 100% uptime on Virtual Servers.
  
- 3. Please provide the location and physical details of your primary and secondary data centers.** Datacenters are located in Greenville, SC and Nashville, TN each feature approximately 15,000 square feet raised floor, subfloor cable management and power distribution, 18" raised floor, conditioned AC power, 24/7/365 customer access, 24/7/365 network operations center.
  
- 4. What fire suppression systems have been installed in each datacenter?** FM-200 and Dual-Action Fire Suppression Systems have been installed.
  
- 5. What redundant fiber optic facilities enter each data center and what is the capacity of each?** Each location has an abundance of fiber carriers at up to Gig E speeds including AT&T, Level 3, Charter Business, TW Telecom, XO and Earthlink. These facilities provide additional redundancy and backup so customers will not suffer an interruption of service.
  
- 6. Please describe the redundant power and redundant air conditioning systems that run each datacenter.** Multiple 1.2MW diesel generators, multiple 1.2MW UPS, N+1 Liebert air conditioning with 18" raised floor with overall power capacity of 200 watts per square foot.
  
- 7. Do you have natural gas and diesel generator power in each facility? If so, how long can they run?** Yes, the natural gas generators have unlimited run time capacity through a direct connect feed while the diesel generator backup is contracted for emergency refueling.
  
- 8. What insurance coverage do you have in the event my data is lost, stolen, or breached on your server infrastructure? Who are the carriers and what are the limits?** Technology Services and Miscellaneous Professional Service insurance coverage including Technology Products Liability, Media Content Services Liability, Network Security Liability and Privacy Liability. With first party insuring agreements on Extortion Threat (for data from hackers for example), Crisis Management Expense (such as customer notification and credit monitoring service) and Business Interruption (related to downtime). And specific endorsements covering the terms of "Virtual Servers" and "Virtual PBX" for Data Restoration, Offsite Storage, Corporate Private Data, Software Copyrights. Insurance coverage is underwritten by The Hartford, XL Group, Sentinel and Indian Harbor up to \$1 million.



**9. Please provide me with your security procedures including physical, PCI DSS, and HIPAA?** The data center adheres to strict security policies and procedures that help clients meet regulatory demands and compliance guidelines set forth by HIPAA, SOX, PCI, etc.

**10. Who has physical access to my infrastructure at your datacenter? Is my data protected through biometric card access procedures?** Only authorized data center employees may enter the facility. Card key+PIN access, key and card biometric scanning in critical areas, manned 24x7, photoelectric wall beams, individually locked cabinets and a camera system maintains overall security.

**11. Please provide me with the migration procedures and costs for leaving your Cloud services.** There is no charge for migration fees to customers, and customers can migrate to any other VMware-based cloud offering or VMWare supported offerings. There is no physical disconnect or “de-installation” procedure.