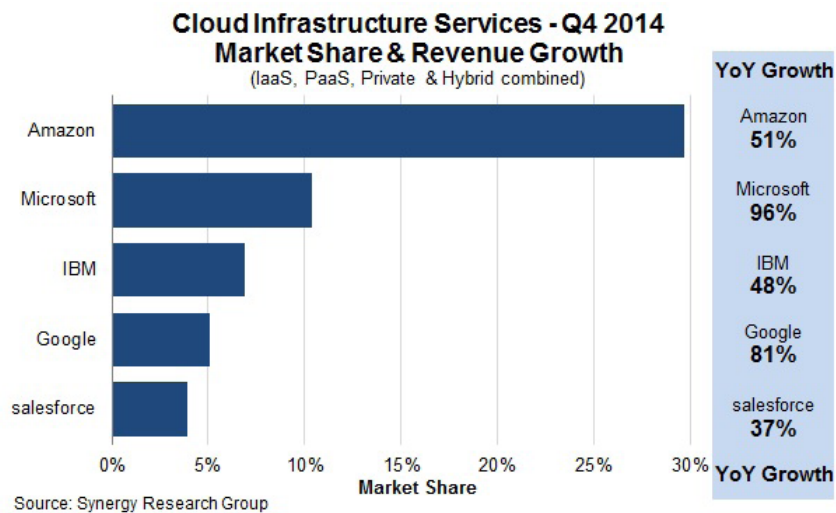


THE BRIGHTIDEA CLOUD INFRASTRUCTURE



INTRODUCTION

Brightidea's world-class cloud infrastructure is designed and certified to handle the most stringent security, reliability, scalability, and performance requirements. Built on Amazon Web Services (AWS), the world's #1 cloud infrastructure provider which powers hundreds of thousands of businesses in 190 countries around the world.



Move Faster at Lower Cost with Hosted Software

- Get started in Days vs. Months
- Lower TCO (hardware, resources, maintenance)
- Innovate faster - with rapid adoption of new capabilities

Proven Reliability & Performance

- 100's of clients, including some of the worlds largest organizations
- Over 99.9% availability
- Over 1 million users
- Geographically separate Disaster Recovery
- Elastic capacity to easily scale with demand

3rd Party Audited Cloud Infrastructure

- SOC 1, Type II | SOC 2, Type II | ISO 27001

Annual 3rd party application Pen Tests

EU Safe Harbor

SCALABLE, HIGH PERFORMANCE LOCATIONS

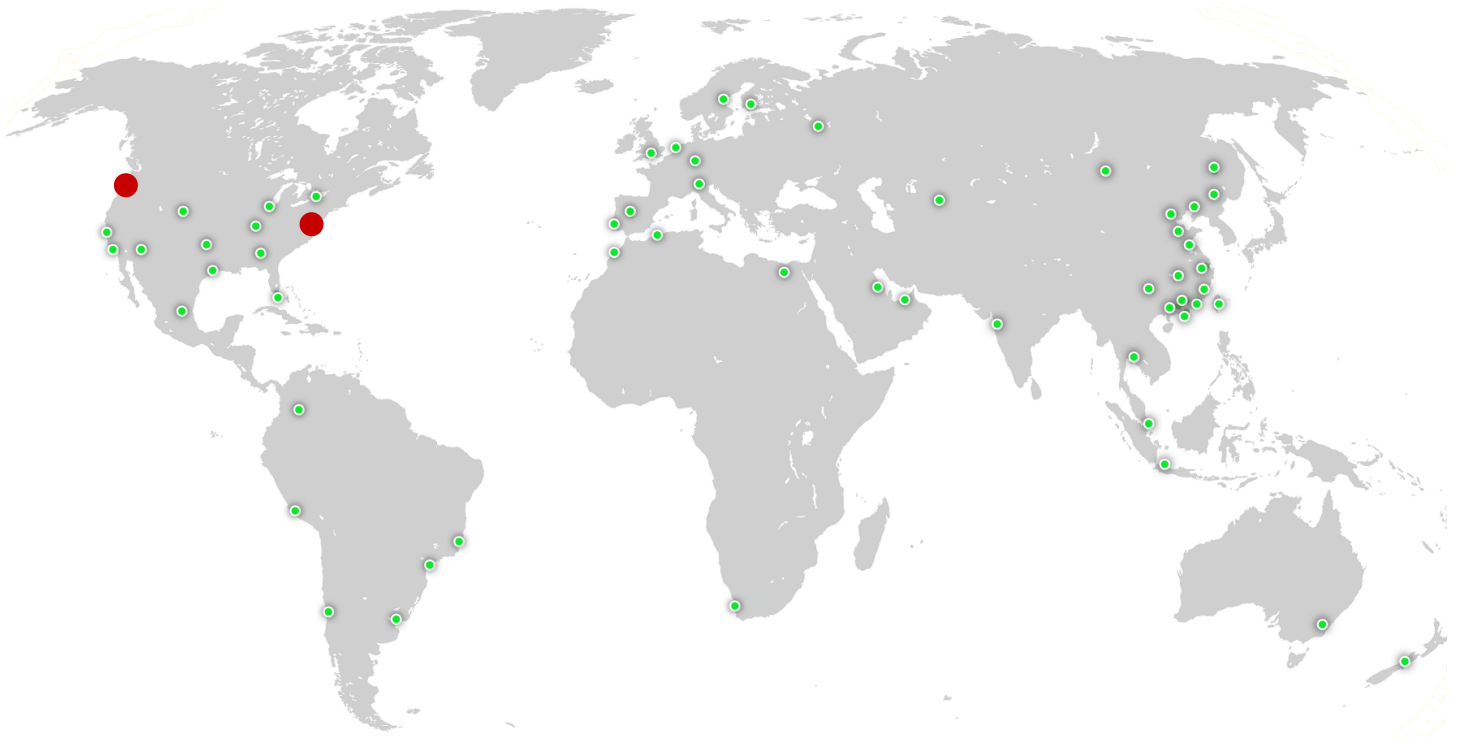
Two configured data centers on Internet backbone for fast global access

Primary Data Center

Virginia, USA

Secondary Data Center

Oregon, USA



Global geographic load balancing in 5 continents and 21 countries

UNITED STATES

- Atlanta, GA
- Ashburn, VA (3)
- Dallas / Fort Worth, TX (2)
- Hayward, CA
- Jacksonville, FL
- Los Angeles, CA (2)
- Miami, FL
- New York, NY (3)
- Newark, NJ
- Palo Alto, NJ
- San Jose, CA
- Seattle, WA
- South Bend, IN
- St. Louis, MO

EUROPE

- Amsterdam, The Netherlands (2)
- Dublin, Ireland
- Frankfurt, Germany (3)
- London, England (3)
- Madrid, Spain
- Marseille, France
- Milan, Italy
- Paris, France (2)
- Stockholm, Sweden
- Warsaw, Poland

ASIA

- Chennai, India
- Hong Kong, (2)
- Mumbai, India
- Manila, the Phillippines
- Osaka, Japan
- Seoul, Korea (2)
- Singapore (2)
- Taipei, Taiwan
- Tokyo, Japan

AUSTRALIA

- Melbourne, Australia
- Sydney, Australia

SOUTH AMERICA

- São Paulo, Brazil
- Rio de Janeiro, Brazil

AMAZON WEB SERVICES CLOUD INFRASTRUCTURE

State of the Art Data Centers

- Redundant power, including generators and UPS backup
- Fully meshed, Tier 1 IP connectivity to multiple Internet backbone providers
- Redundant Internet connectivity, firewalls, and load balancers
- Automatic fire detection and suppression
- Independent Zones in each Region (location)
- Major certifications
 - SOC 1
 - SOC 2
 - ISO 27001



For more details

- <http://aws.amazon.com/about-aws/global-infrastructure/>
- <http://aws.amazon.com/security/>
- <http://aws.amazon.com/compliance/>

SECURITY AT EVERY LEVEL

Layer 1: Physical

- 24x7x365 onsite security staff with video surveillance
- Intrusion Detection Systems
- Two factor authentication for all staff
- All access logged and audited

Layer 2: Network

- Data encrypted during transmission leveraging TLS and AES based encryption technologies
- Industry-leading firewalls and intrusion detection
- Network attack detection and prevention from DoS type attacks
- All resources in VPC (Virtual Private Cloud)

Layer 3: Application and Data

- Annual 3rd party pen-tests
- IP Restriction Available
- Customizable strong password settings for clients
- Integration with client systems for SSO

PERFORMANCE AND SCALABILITY

Capacity planning maintains 30% utilization

- CPU, Storage, Memory, and Network utilization threshold alerts
- Upgrades for servers, storage, and network planned accordingly
- New major client launches are carefully tracked

Able to provision additional capacity within minutes

Full instrumentation of all URLs tracks actual server response times

Over 1 Million Users



REDUNDANCY AND BACKUP

Offsite backups

- Encrypted during transmission and rest
- Data recovery fully tested on periodic basis
- DB Delta shipping to minimize potential data loss

Disaster recovery data center

- Geographically separate
- Warm standby servers
- Failover tested annually
- Recovery Time Objective of 48 hours
- Recovery Point Objective of 1 hour

Independent zones within a data center

- Independent network, storage infrastructure, and power
- Redundant servers in both zones
- Fast failover at server and zone level



PROACTIVE MONITORING AND ALERTING

Continuous global URL availability and performance monitoring

Every server side request logged and response time measured

Proactive component level internal monitoring and alerting

Intrusion detection monitoring

Monthly network scanning

Over 90 stations worldwide



SUMMARY

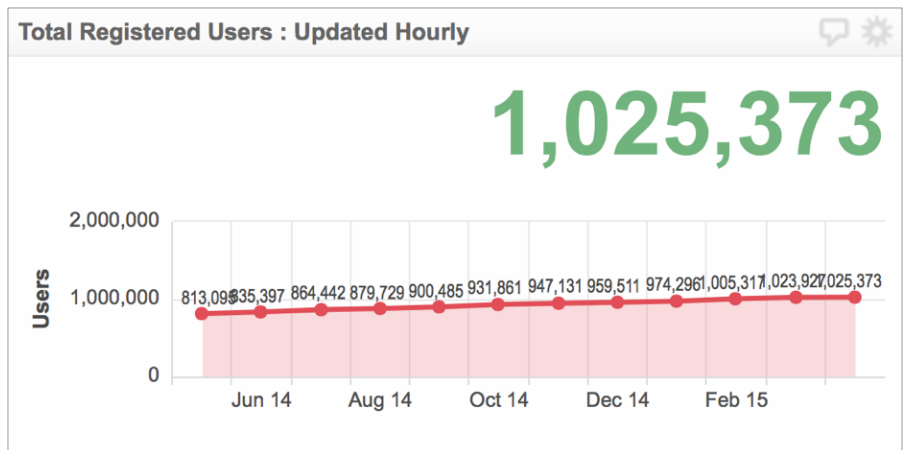
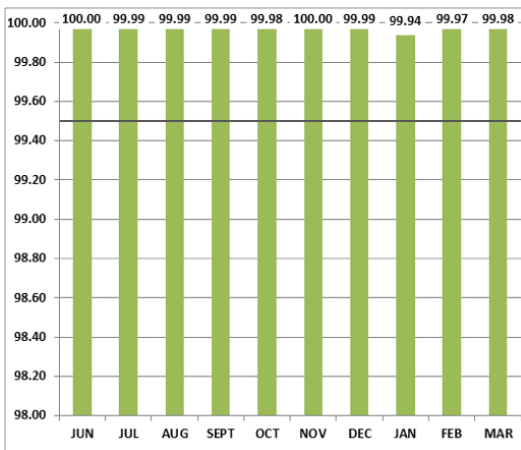
World Class infrastructure

- Handles the most stringent security, availability, scalability, and performance requirements
- Hosts sites for some of the world's largest companies
- 3rd party security tested and audited
- High Availability: Inter and intra data center failover

Proven Performance

- Hundreds of clients in multi-tenant environment
- Over 99.9% monthly availability maintained
- Over 1 Million users

Commitment to Service Level Agreements



BRIGHTIDEA

Contact Us | Email Us at sales@brightidea.com | Visit Us at brightidea.com

