



## Security and systems

### Overview

Our platform has been developed from the outset with high levels of security in mind, encompassing all aspects of our network infrastructure, database and software.

Drawing on our experience of building payment systems, our architecture has been built to the same exacting standards as the Payment Card Industry Data Security Standard (PCI DSS).

### Network and data centre

All our systems used in the processes of storage, sending and reporting are housed within a dedicated, secure hosting facility in Docklands.

Our data centre features an exceptionally highly specified infrastructure to include the latest gas-based fire protection systems, specialised heat and smoke sensors, raised flooring, 24x7 technical support 365 days a year and unmatched levels of security.

### Data centre specs

Power and air conditioning

2 x 1800 kva Generator back-up

UPS system – redundant parallel formation @ N+1

Close control downflow air conditioning units to guarantee stable temperature and humidity @ N+1

DX air conditioning systems @ N+1

2.5 MVA of UPS conditioned power @ N+1

Diverse Power Supplies with diesel generator backup

### Security

Very Early Smoke Detection Apparatus (VESDA) installed

Smoke detection system

FM200 fire suppression system

CCTV system covering all entrances/exits and main areas

24-hour video recording

Full perimeter alarm

PAC security card access system  
Visual verification of all persons entering the data floor

### **Communications**

Multiple Fibre Providers  
Multiple Internet Service Providers  
Diverse independent Telco risers from public highway to data floor

### **IP Transit**

Our systems are connected to the Internet by Multihomed IP Transit. This Tier 2 connection has many advantages over Tier 1 connections. It provides the fastest route possible for your traffic, along with diversity to cover for failings of any provider in terms of network downtime.

### **Mix of peering agreements ensuring lowest latency**

In addition our IP transit has a diversity of multiple routers and connection to ensure 100% uptime for our connection. Our provider's core network is distributed over multiple diverse buildings with 7 Cisco 6500's distributing the routing across 20+ Gigabit upstream and peering connections in the UK alone. Each location has diverse entry and exit points connecting to the rest of our network, at up to 30Gbps. All routing is with:

Multiple Tier 1 providers  
Each provider chosen for their specific strengths in each part of the globe  
Over 20 separate upstream connections for diversity  
Private European and USA network  
Options of diverse dual connectivity  
10Mb, 100Mb, 1Gig, 10Gig connection options  
Cisco routed network  
Multiple core routers to spread load and for diversity  
Core network split across multiple sites  
Online monitoring and live stats

### **Firewalls**

All application and database servers are protected by our enterprise level firewalls. Key features include:-

Application-layer content inspection recognising & blocking threats which stateful packet firewalls cannot detect.

Wide-ranging proxy protection from robust security on HTTP, HTTPS, FTP, SMTP, POP3, DNS, TCP/UDP.

Security subscriptions boost protection in critical attack areas for complete unified

threat management.

Gateway AntiVirus - a fully integrated, signature-based security subscription which identifies and blocks known spyware, viruses, trojans, worms, and blended threats in real time.

### **Databases and software**

All client data is housed within a secure, optimised database environment. Any third party applications and operating systems are updated on a regular basis with latest security patches and updates. Proprietary applications are thoroughly tested and encoded before uploading to live environment.

Tight access restrictions are in place on all database and application servers, with firewall authentication required by named users only. All client passwords are stored in encrypted form.