

Fact Sheet: Stranix Hosting



The Stranix Hosting Difference

The Highest Level of Commitment

Every interaction you have with Stranix Hosting will be with a real person. You will find that our people are the most committed in the industry. That is not just because we are a client-focused company — but because we only employ passionate people. You will always deal with someone who cares about your business.

The Best Network

Protected by multiple fail-safes and redundancies and powered by gigabytes of capacity, we deliver the most secure, reliable and robust network in the industry. Utilizing a global network infrastructure and proprietary routing technology, we bypass internet bottlenecks and deliver your customers to your solution over the fastest possible route.

The Best Support

Stranix Hosting delivers the best support in the industry. Our people focus on earning your trust and confidence every day. We strive to anticipate your needs and invest ourselves in the success of your business. We ensure adherence to support excellence through daily evaluations of client interactions and problem resolutions. This enables us to quickly identify and address any interaction or resolution that does not meet our standards.

The Most Extensive Experience

We have expertise in database and application management across multiple operating systems. We have the knowledge. We support custom-built applications for clients who in turn deliver services to some of the largest companies in the world. Our

experienced and certified professionals are committed to providing outstanding support 24 hours a day.

The Best Hardware

We do not take chances. We use the best and most reliable equipment in the industry. Our systems are constantly monitored to ensure peak performance and maximum uptime.

Operational Efficiency at Stranix Hosting it is how we do business

Our people focus on applying their diverse range of knowledge and skills to earn trust and confidence.

Leveraging years of proven experience, we strive to anticipate the needs of our clients and provide exceptional customer service.

We develop a deep understanding of our clients' business objectives and take a personal interest in helping them achieve their goals.

We began with a vision to create a technology company that would treat its clients as we would like to be treated. From being one of the first companies to eliminate auto attendants to monitoring client interactions and problem resolutions on a daily basis, we stay true to our mission of ensuring the highest standard of client satisfaction in the industry.

Managed Security Services

Whether it be from industrial rivals, hackers, or criminals, your business is at risk. Smart, increasingly well organized and resourced, they are constantly developing new scams, viruses, attacks and exploits. Protecting your data from these myriad risks is our business.

We employ a strategy of Defense in Depth to protect our network infrastructure and your data. A malicious attacker does not just have to penetrate a single 'thin red line', but multiple layers of independent security systems. Attacks are identified, weakened and destroyed.

We focus on three key categories when implementing security solutions:

People

While they are the greatest asset to any organization, people also present the most significant and least predictable security threat. You can rely on our staff. Everyone from senior engineers to receptionists undergo rigorous background checks. We require a high level of experience and certification from our employees, and we provide continuing education and training in all aspects of security.

Technology

We deploy multiple layers of network security. The Perimeter Defense Layer features firewalling and distributed denial of service (DDoS) protection designed to disperse DDoS attacks without affecting your operations. Network Integrity and Content Filtering Layers detect and eliminate individual intruders as well as viruses, spyware and malware. The Host Security Layer begins with secure initial configurations and strong passwords, and it includes patch management, Intrusion Prevention System (IPS) and antivirus protection. The Data Protection Layer includes data encryption and data backup.

Operations

Operational Security is not a product; it is better described as a culture. Stranix Hosting believes in and fosters this culture throughout all levels of our organization.

Operations are the actions associated with policies and procedures. Stranix Hosting's facility and network requirement policies far exceed industry standards. Our fully redundant network and data center infrastructure allows for peace of mind, even under extreme circumstances.

Stranix Hosting employs strong access control measures in all operations. Some of these include: security entry cards, biometric hand scanners, thin clients, two-factor authentication, email encryption of sensitive data, and PIN verification for account access.

Solutions for Application Developers

We are experts in multiple operating systems and database architectures. We support custom-built applications for clients who in turn deliver services to some of the largest software, banking, insurance, telecommunications and pharmaceutical companies in the world.

Dedicated Management Team

Managing mission-critical business applications starts with comprehensive planning.

Each client works with a dedicated team consisting of an account manager, project manager(s), security engineer(s) and multiple system and database administrators. The goal of this team to understand your applications as well as you do. They will not only work with you on the implementation of your solution but will suggest ways to optimize performance and ensure its security. Throughout the entire process you have direct access to a team with a deep understanding of your application and your business objectives

Comprehensive Services

Stranix Hosting has the expertise to fully manage your hosting environment from the network layer to applications performance.

When you take advantage of our Fully Managed services you gain access to all our managed offerings for a fixed monthly cost.

Our professionals work with you to craft a custom solution that best meets your business requirements. With Stranix Hosting's Fully Managed Services when you require a service it is available on demand and implemented by your own dedicated team of certified professionals.

Managed Hosting

Nearly every hosting company now claims to offer managed services, but what does "managed services" mean? Managed hosting is not just about dedicated servers or dedicated service personnel. It is about predictable costs, reliable results, a comprehensive suite of services and the ability to extend your IT resources on demand. That is how Stranix Hosting defines Managed Services.

Both our Standard Managed and Fully Managed services offer:

- 100% Guaranteed Network Uptime and Performance
- 24/7/365 Immediate Live Customer Service
- Certified Support Staff
- DNS Services
- Remote Reboot Capacity
- The Best Routes From Multiple Tier 1 Providers
- Multiple Strategically Located Data Centers
- Proprietary SureMonitor, SureSEAP & SureTransit Systems & Technologies

The predictability we offer does not stop with reliable servers and 100% guaranteed network uptime. It extends to our pricing as well. With our Fully Managed services you pay an inclusive fixed monthly fee. There are no hidden extras.

Our Fully Managed service is our most comprehensive offering, including the safety and support of:

- Dedicated Project Manager(s)
- Our SureAdmin, SureDefend, SureMonitor Enhanced, SurePerform, Sure Restore, and SureUpdate systems and technologies

Our IT Staff Extends Your IT Staff

Today, many IT departments struggle to meet the increasing demands of expanding security risks, compliance obligations, business continuity planning & meeting uptime requirements. Failure to execute due to a lack of internal resources can put your business at risk. Stranix Hosting can ease this burden by becoming an extension of your IT staff. Our expert, highly trained staff is available 24/7/365 to respond to any situation, whether routine or mission critical.

Stranix Hosting focuses exclusively on hosting. All of our resources are focused on delivering network and support services that are optimized for hosting customers. Our goal is to provide a single point of accountability for your online infrastructure while adding value and reducing risk.

Business Continuity

Every organization should have a Business Continuity Plan (BCP), whether mandated by regulatory compliance or the assurance that your business will continue in the event of a disaster. A properly implemented BCP is your first line of defense.

Stranix Hosting offers comprehensive Business Continuity services to help ensure your BCP is supported at every level of your enterprise. You can depend on our proven strategies and industry leading technologies to reduce your vulnerability. Scalable to your needs and applicable to a wide range of scenarios, our Business Continuity Solutions address potentially catastrophic problems -- such as power outages, disastrous conditions and environmental hazards -- that could cause a loss of service.

Stranix Hosting features a world class infrastructure and superior network connectivity with fully redundant, globally load balanced hardware capabilities. Our High Availability Solutions ensure continuous operation of your website, applications and infrastructure. This eliminates the need for building a redundant environment in house, preserving your assets and saving money.

Stranix Hosting understands that Business Continuity is a process, not a project. Our Business Continuity Solutions provide you with a team of experienced professionals dedicated to your solution. Relying on their expertise and knowledge, you gain the value of a partner you can trust. This allows your IT and network staff more time to support your employees, and focus on achieving your strategic objectives.

Stranix Hosting offers you the confidence that problems, foreseen or unforeseen, will not result in lost revenue or a business failure.

Stranix Hosting's Business Continuity Solution offers you the following benefits:

- Swift recovery of data and applications in the event of a disaster
- Physically secure, SAS-70 type II certified, SunTone/IBM Hosting
- Advantage certified, Visa CISP and MasterCard SDP certified,
- HIPAA & Safe Harbor compliant (US data centers), ISO 9001
- and BS7799 Accredited (UK data centers)

- An infrastructure optimized for Disaster Recovery with strategic global placement of data center facilities
- Yearly continuity audits that include failover, fallback testing and bare-metal restoration
- Solutions that take you from initial planning through the prevention and recovery stages of your Business Continuity Plan

Network Infrastructure

Our world class facilities are strategically located in the New York Metropolitan area, Silicon Valley, California, London, UK. and in China.

Expert support engineers are onsite 24/7, and undergo regular code of conduct reviews. All facilities follow well defined security policies. These policies are regularly audited and modified in order to maintain the highest standards. US facilities are SAS-70 certified, HIPAA compliant and maintain current SunTone™ and IBM Hosting Advantage™ certifications. UK facilities are ISO 9001 and BS7799 accredited.

Physical Security

Security personnel protect our facilities 24/7. Badge/photo ID access screening and biometric access screening are used for an added level of security. We require all visitors to pass through multi-layered security zones and be escorted at all times. Motion sensors and security breach alarms protect sensitive security areas. Security personnel continuously monitor video cameras installed throughout the centers, and conduct regular foot patrols.

Network Security

All our systems are designed to maintain a Quality of Service by prioritizing packets to maintain an order of precedence. We offer intelligent, multilayer access control to protect the network from the impact of attacks while reducing the risk of inadvertently discarding legitimate traffic.

Backup Power

Stranix Hosting furnishes dual power availability to each rack unit from independent power distribution units (PDUs), removing PDU loss as a single point of failure. To ensure stable connectivity, we provide a redundant Need+1 (N+1) design of uninterruptible power supplies using two separate power feeds from separate power grids. Five redundant standby generators are equipped with 72 hours of diesel fuel

on site, and two contractors are on call to refuel the storage tanks.

Disaster Control

Our world class facilities features seismically braced racks and are designed to withstand disastrous conditions, ensuring that your systems and equipment continue to run even under extreme conditions. A second point of presence is always available to clients seeking fail-safe redundancy.

Environmental Controls

Stranix Hosting utilizes a Need+1 (N+1) system of cooling towers, water pumps and chillers to maintain a controlled environment. Conditions are kept at a uniform 72° with 50% relative humidity. Multiple air handling units provide another level of redundancy to further ensure consistently sound environmental conditions.

Fire Protection

Fire detection and suppression systems ensure 24/7 protection of your critical systems. Dual fire detection systems and VESDAO fire alarm systems are in constant operation. A multi-zone pre-action dry pipe system allows any necessary suppression to be contained within the affected area. Conditions elsewhere will not be disrupted.

Superior Network

Stranix Hosting delivers the best network performance in the industry. We have invested in the best available infrastructure and utilize bandwidth from all the Tier 1 backbone providers. No other hosting company can make this claim.

Scalability

Stranix Hosting's Network is powered by OC48 -192 backbones. We purchase transit from multiple Tier 1 backbone providers, including AT&T, Level 3, Qwest, Sprint and UUNET. This means we have multi-gigabytes of high quality provisioned data capacity with virtually unlimited scalability.

Stranix Hosting's network does not utilize bandwidth from any "discount" providers.

Redundancy

Stranix Hosting builds in 100% availability through multiple redundant network connections and redundant router and switch configurations.

Faster, More Intelligent Routing

We continuously monitor network performance to Internet destinations and automatically route your users to the fastest available connection. This ensures maximum connection speed and virtually no down time. As a result, your users don't get frustrated and your brand isn't tarnished by an underperforming solution.

Most providers utilize BGP (Border Gateway Protocol) for advanced routing, but the standard implementation of BGP doesn't take performance into account when routing traffic. Stranix Hosting utilizes dynamically controlled BGP to provide intelligent, fail-safe routing that assures uptime and delivers superior performance.

Stranix Hosting offers scalable solutions that enable your business to manage regulatory compliance.

Health Insurance Portability and Accountability Act

Healthcare and pharmaceutical companies face enormous challenges today with regards to information management and distribution. If your business requires HIPAA compliance, Stranix Hosting can help you with our robust, security-rich solutions designed to add enterprise-wide usability and industry leading integrity.

Sarbanes-Oxley

The Sarbanes-Oxley Act of 2002 (SOX) requires that businesses establish and document procedures for financial data and email retention. Stranix Hosting offers fully managed compliance solutions featuring Veritas Enterprise Vault compliance software in conjunction with NetApp SnapLock compliance.

Payment Card Industry Data Security Standard (PCI DSS)

Visa CISP and MasterCard SDP provides standards and best practices for the secure collection, transmission and storage of credit card information. Only those merchants (and their service providers) who receive official certification under the PCI DSS may continue to process credit card transactions.

As one of the first network providers to achieve Visa CISP and MasterCard SDP certification Stranix Hosting can provide the highly secure solutions that business, transaction processors, banks and consumers require.

For more information

To learn more about Stranix please visit:
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