

KEY SECURITY QUESTIONS YOU SHOULD BE ASKING YOUR SERVICE PROVIDER

Brush Mountain Data Center

Our Chief Technology Officer, David Carter, answers some key questions that you should ask any cloud provider you are considering.

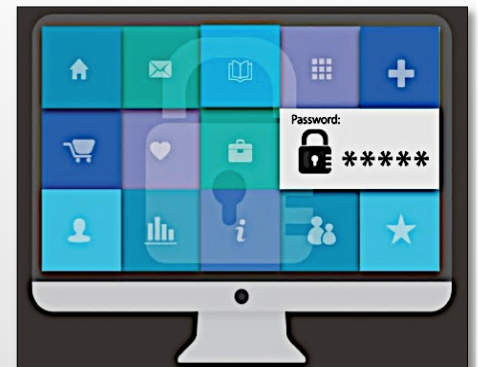
▶ **WHAT IS THE DATA ENCRYPTION STRATEGY?**

For the most part, it is up to the client to learn the best practices for keeping their data secure. To that end, we train our clients on when it is or is not appropriate to share information. What we do is on the physical side, restricted and less permitted policy, and on the hosted side, we do protocols including encryption and secured entry.

A recent example is a company that hosted all their information inside a web service, and this web service had their password information out in the open. This led to all their hosted services being deleted, along with the backup. We can train users and customers in best practices to avoid this.

▶ **WHAT IS THE DRIVE-WIPING STANDARD USED FOR RECYCLED INSTANCES?**

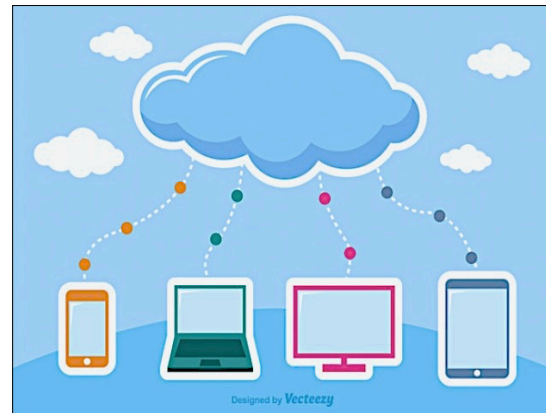
Destruction. We use a hard drive for destruction, and physically destroy it as well.



"...we train our customers on when to give out information, and when not to..."

▶ **ARE THERE REGULATORY REQUIREMENTS, LIKE PCI, HIPPA, SOX, SSAE16?**

Client requirements vary by vertical and by the kind of business they do, and we accommodate most requirements. These requirements are changing but we stay with them as close as possible.



▶ **WHAT IS YOUR HYPERVISOR & INFRASTRUCTURE PATCHING SCHEDULE?**

We run on a B Cloud platform through VMWare, and this allows us to set up individual tenant spaces and gives flexible access to customers as needed.

▶ **HOW DO YOU ISOLATE AND SAFEGUARD CLIENT DATA?**

For clients who co-locate, their equipment is physically isolated from other users, and their network to internet is assigned ONLY to them. There is no sharing of networks and it's entirely isolated via network protocol. On the hosted side, we work with VCloud to isolate clients' infrastructure from other users.

We refer to North, South, East, West to explain how we isolate data, and this means:

North and South: the ability to get from inside your hosted material to the outside world (internet). And East and West is the communication from inside the customer's infrastructure to elsewhere, but ONLY if they request it. Without a request, there is no conversation between the customer's infrastructure to the outside.

▶ **HOW IS USER ACCESS MONITORED, MODIFIED AND DOCUMENTED?**

Physical access to the data center is scheduled, logged, and video monitored. Access to hosted infrastructure is for audit logging, user access, and monitored use control. When you come into posted infrastructure from the outside world, you have to have a login and

▶ **WHAT CREDENTIALS DOES YOUR DATA CENTER HOLD?**

Currently we hold PCI Level 3 and SOC Level 2, type 1 certifications. This ensures that we meet independent standards of quality and performance for handling data.

▶ **HOW DO YOU ENSURE THAT LEGAL ACTIONS TAKEN AGAINST OTHER TENANTS WILL NOT AFFECT THE PRIVACY OF YOUR DATA?**

We isolate each tenants data into secure areas. Even though data may exist for multiple clients on the same infrastructure, there is no crossover. In fact each client cannot even see that others exist in the data center. Clients can only see what is theirs.

This structure in turn protects each client in the event that another client's data has been subpoenaed. With appropriate paperwork, access is granted only to the data specified, and other clients' information cannot be seen or accessed.

▶ **WHAT IS YOUR BACK-UP AND DISASTER RECOVERY STRATEGY?**

Our data center is equipped with redundant power and redundant cooling. For hosted customers, we offer the ability to replicate data from one data center to another to prevent total loss in event of catastrophe.

▶ **WANT TO LEARN MORE HOW WE CAN HELP YOU?**

Whether you are looking to implement new strategies for business continuity, or supporting your business with a more flexible model for computing resources, Brush Mountain Data Center has a variety of options to support your needs. Even better, because we are part of Advanced Logic Industries, you are supported by a trusted IT service provider with over 20 years in business.

Brush Mountain Data Center offers:

- Scalable cloud computing services
- Business continuity support
- Offsite & cloud based storage
- Locally accessible server co-location site
- Scalable IT support services

Contact us today!

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