

## Rackspace

Rackspace is the SmartRoom hosting provider, setting the standard for what their clients can expect in customer service, technical support, expertise, network uptime and server ability. It is a standard that no other provider can promise, let alone deliver. Gartner recognizes Rackspace as a leader in the hosting industry. Microsoft has awarded it the coveted Hosting Partner of the Year three times, more than any other provider.

BMC Group currently maintains two datacenters  
Each datacenter is manned 24/7 by Rackspace.

### RACKSPACE IS CERTIFIED WITH THE FOLLOWING

ISEA 3402 Rackspace Compliant

ISO/IEC 270001- based policies and procedures, regularly reviewed as part of our SSAE16 audit process

#### Datacenter Overview

- Multiple fiber providers
- Backup diesel generator
- Powerware battery backed up UPS
  - 18 inch raised floor
- Dry pipe pre-action fire suppression system

#### AC Power System

- Redundant utility power feeds
- PDI Power Distribution units in datacenter  
Generator
- Backup diesel generator onsite
  - Fuel supplier SLA in place

#### Security

- Single entry and exit for normal activities
- Biometric hand scanners and proximity access

#### Facility Monitoring

- Data Trax facility monitoring system

#### Environmental

- Data Aire or Liebert floor mounted computer room  
air conditioning units

#### Fire Suppression

- Dry pipe pre-action fire suppression

## State-of-the-Art Encryption Technology

- TLS 1.2 AES 256-bit encryption- a secure “tunnel” that scrambles your information while using an Internet browser
- Secure, encrypted, and random tokens are used to provide access to each file
- Files in transit leave no “magnetic” footprint, anywhere, not even on users’ hard drives
- All database storage is encrypted

## Data Availability and Redundancy

- Our high performance back-up systems capture data at multiple intervals throughout the day, ensuring complete recoverability without exception
- Database replication provides redundancy- stored at dispersed geographical locations
- Our recovery time objective is 24 hours
- Our recovery point objective is 15 minutes

## Firewall Protection

- For additional security, we’ve added “firewalls” to multiple layers in our infrastructure to keep out unauthorized users
- Any information passing through these layers is scrambled and does not allow “eavesdropping” from the moment a user opens their browser

## Detail Logs and Event Tracking

- Application reporting mechanisms provide exact audit trail or what is being reviewed and by whom
- Operating systems events are tracked via industry best practices tools and processes

## Firewalls

- Dedicated Cisco Pix 515 in single configuration

## Customer Rack Systems

We use Dell cabinets in conjunction with Dell’s newest generation rack system, which accommodates Dell Rapid Rails for quick mounting. Universal mounting rails are available and used with non-Dell hardware such as switches, firewalls and load balancers.

## Remote Server Console Access

Non-DRAC/ERA enabled devices such as firewalls and load balancers are connected to a serial port concentrator device and can be remotely accessed over our private management LAN. Customers have no access to load balancers or firewalls.

## Network

- Redundant Cisco 3-tiered LAN architecture (core-distribution access)
- LAN includes load balancers, VPN, firewalls, remote access, SSL acceleration, etc.
- In-house cable includes CAT-5E

## Network-Based Intrusion Detection System (IDS)

Exterminator is a IDS that continuously monitors the network in Rackspace’s Texas datacenter for any signs of malicious activity. When an attack attempt is detected, Exterminator’s proprietary software acts to prevent any communication between the targeted host and the attacker, rendering the attempt unsuccessful.