# Hosting Infrastructure Overview

## Introduction

Document Genetics have invested heavily to ensure the solutions we provide are robust, compliant, and secure. We only work with carefully selected partners who have a proven track record within their respected industry. We are focused on delivering easy-to-use, highly flexible, scalable applications built upon trusted, state-of-the-art technology.

Our unique collaborative approach ensures we deliver software solutions that meet or exceed clients' security and business continuity expectations every time. This document provides an overview of our hosting infrastructure, backup and business continuity processes. No client has the same requirement and numerous options are available to specifically tailor a solution; however, these are the cornerstones of everything we offer.

## Hosting Infrastructure

The Document Genetics cloud environment is provided by our enterprise cloud technology partner Hyve ([www.hyve.com](www.hyve.com)) using their London UK data centre.

### Accreditations

Hyve are one of the UK's leading hosting providers with certifications in ISO 27001, ISO 27017, ISO9001, and SOC 2 – they also have PCI-DSS compliance, Cyber Essentials/Cyber Essentials Plus certification and are part of the government G-Cloud 12 Framework.

## Follow link for more info on Hyve accreditations and certifications

## Dedicated Servers

Document Genetics run a dedicated server environment and the heart of the hosting infrastructure lies HP Blade server technology. HP Blades are purpose-built servers that deliver enormous processing power with a low carbon footprint, coupled with SAN storage.

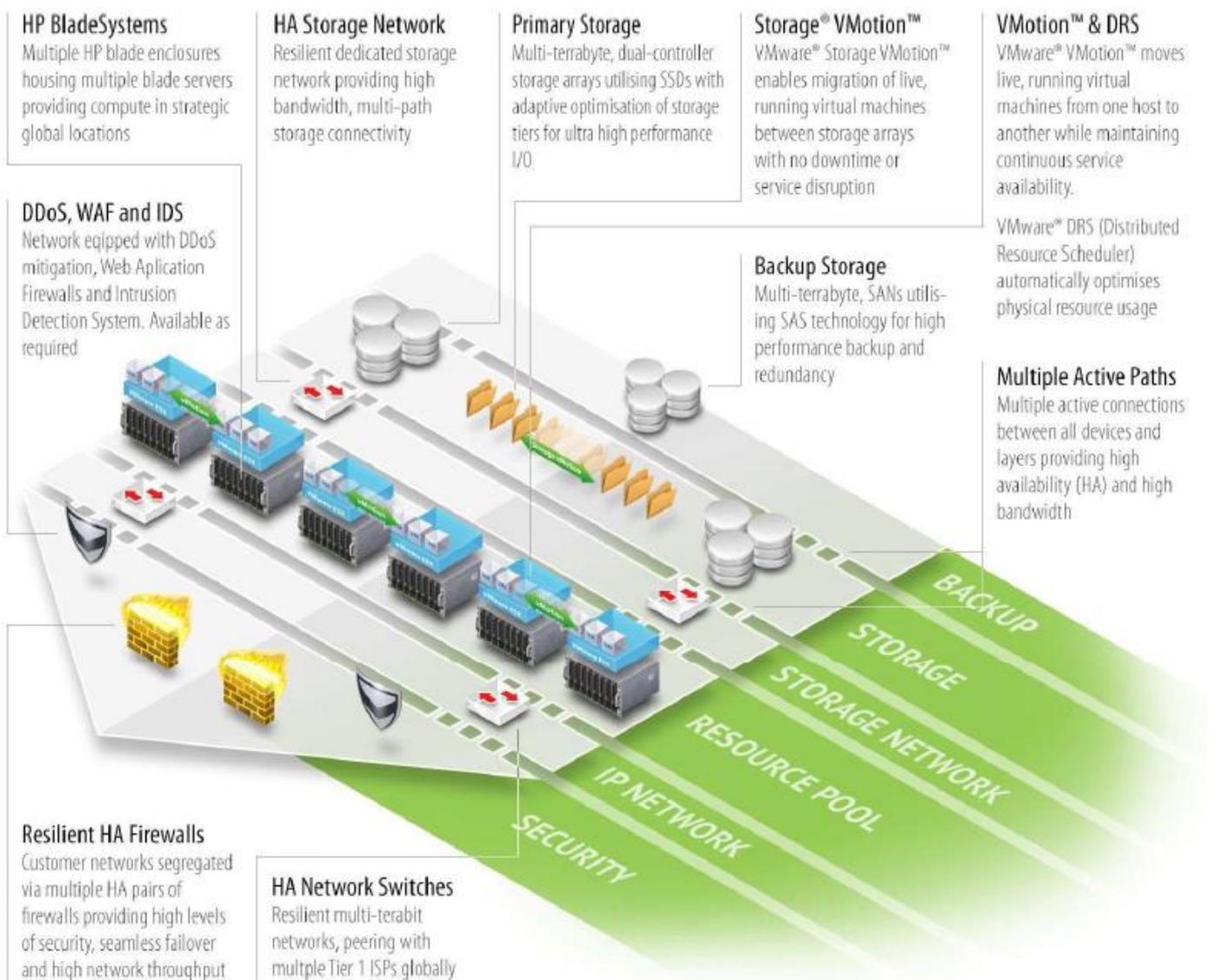## 3PAR ARRAY - Next Generation Storage Technology

Our cloud environment operates on 3PAR storage arrays which provide the fastest I/O possible using a combination of SSD, Fast Class, and Near Line (NL) SAS drives. Customer and server data can dynamically reside on any class of drive, meaning the performance is there without the premium price tag.

## Backup & Disaster Recovery

Document Genetics provide backup and disaster recovery plans to suit all scenarios from daily backup to complete high availability auto-fail over solutions. The type of backup plan provided will depend on a number of factors including budget, the type and nature of data stored and the impact of data loss / downtime.

Our standard backup plans include the following:
• Complete daily image of server including OS and applications.
• File level backup of all data.
• Backups are 'copied' to the Hyve backup infrastructure and written to hard drives on two separate nodes or locations, each equipped with dual power supplies.
• Even with our standard backup plan, servers can be re-provisioned from complete outage in under an hour!



**HP BladeSystems**
Multiple HP blade enclosures housing multiple blade servers providing compute in strategic global locations

**HA Storage Network**
Resilient dedicated storage network providing high bandwidth, multi-path storage connectivity

**Primary Storage**
Multi-terabyte, dual-controller storage arrays utilising SSDs with adaptive optimisation of storage tiers for ultra high performance I/O

**Storage® VMotion™**
VMware® Storage VMotion™ enables migration of live, running virtual machines between storage arrays with no downtime or service disruption

**VMotion™ & DRS**
VMware® VMotion™ moves live, running virtual machines from one host to another while maintaining continuous service availability.

VMware® DRS (Distributed Resource Scheduler) automatically optimises physical resource usage

**DDoS, WAF and IDS**
Network eqipped with DDoS mitigation, Web Aplication Firewalls and Intrusion Detection System. Available as required

**Backup Storage**
Multi-terabyte, SANs utilising SAS technology for high performance backup and redundancy

**Multiple Active Paths**
Multiple active connections between all devices and layers providing high availability (HA) and high bandwidth

**Resilient HA Firewalls**
Customer networks segregated via multiple HA pairs of firewalls providing high levels of security, seamless failover and high network throughput

**HA Network Switches**
Resilient multi-terabit networks, peering with multple Tier 1 ISPs globally

## 20-minute hardware SLA

Document Genetics understand that every second of downtime can impact your business's reputation and performance.

In the rare event of a server blade hardware failure, we can reboot the server image over to a spare blade. This process from response time to hardware replacement, takes under 20 minutes.

## No Single Point of Failure

The underlying architecture is designed with multiple layers of redundancies. This means we offer SLAs guaranteeing 100% network and power uptime.

## Best In Class Hardware

There is no compromise with the hardware used. HPE BladeSystem servers and 3PAR SANs deliver the fastest and most reliable cloud hosting environment available today.

## Service Level Commitment

• 100% Network Availability Guarantee
• 100% Cloud Platform Uptime Guarantee
• 99.999% Cloud Server Uptime Guarantee
• 20min Rapid Replacement Hardware SLA
• Managed High Availability Firewalls
• Private VLAN & full network separation
• No Single Point of Failure
• Rapid Cloud Scalability
• 24/7/365 UK Based Expert Support
• Technical Account Managers
• Full Uptime and Monitoring with SMS alerting