

When using any of Creative Solution's ASP (Application Service Provider) software or services for Virtual Office CS™ and NetFirm CS™, you can be assured that your software and data are in the most secure location available—the world-class, IBM-certified Thomson Data Center. The Thomson Data Center, comprised of two state-of-the-art facilities totaling 175,000 square feet, is one of the largest data centers in the world.

The Thomson Data Center takes every precaution to guarantee the safety of computer equipment and your data. Built-in redundancy—allowing for independent operation and business continuance—and an extremely reliable and high-availability infrastructure continuously ensure the integrity of data and the quality of services offered to you.

Physical Security

Infrastructure

Built-in redundancy allows for maintenance without any service interruptions to end users.

- » Redundant power feeds from separate utility substations.
- » Ten diesel generators with 19 megawatts of power supply backup for the entire complex.
- » Separate Rotary UPS systems containing multiple 500KVA modules can sustain power for 30 minutes.

Operations Support

- » Highly trained operations staff onsite 24/7/365.
- » Proactive monitoring and troubleshooting is provided using state of the art tools and processes.
- » Trouble ticketing and automated problem escalation is used to ensure high availability.

Fire

- » Advanced fire control systems enable the detection of heat and smoke using either HALON or CO2 fire suppression above and below the raised flooring.

Cooling

- » Six 400-ton cooling towers and multiple 25-ton air conditioning units with closed-loop systems are constantly monitored.
- » 117,000 square feet of raised floor to accommodate cable management and uniform cooling distribution.

Security

24/7/365 internal security monitoring with camera surveillance at all entry points.

- » Multi-zoned, multi-level keycard access controls and monitors all access into data center and internal areas.
- » Picture ID is required for entrance into all buildings.
- » Vehicle identification is required.

The Thomson Data Center, cont.

Network Services

- » Internet access using multiple providers.
- » Network support of TCP/IP, Frame Relay, and X.25 protocols.
- » Gigabit Ethernet LANs.
- » One OC48 and two OC12 Sonet rings offering a protected path into the data center.
- » Large installed base of Cisco equipment.

Systems

The Thomson Data Center offers one of the largest systems environments in the United States.

- » Large installed base of NT and UNIX systems.
- » Storage Area Network: Hitachi, EMC2.

Data Security

Physical Access

- » Card-key entry system admitting only authorized personnel is continuously logged and monitored.

Local Access

- » The use of “Secure Channel” is mandatory for servers within the server farm.
- » Several layers of network switching devices, each configured with a complex Access Control List (ACL), ensure that only specific network traffic is allowed to move between different logical networks.

Remote Access

- » Data moving over the public Internet is encrypted using Secure Socket Layer (SSL).
- » Citrix Secure ICA (128bit) encryption software encrypts the Citrix ICA datastream for Virtual Office CS.
- » Load-balancing devices provide port forwarding and proxy with built-in safeguards to prevent “Denial of Service” (DoS) attacks.
- » Multiple levels of security allow elevated levels of control for maintenance personnel without compromising security—including private network circuits for Creative Solutions management of data. Connections are secured at both ends with a firewall and a WAN router configured with an ACL (see Local Access above).



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