

## Atlantic Global OnDemand Security FAQ

Atlantic Global OnDemand is delivered through a secure, robust, scalable and high availability infrastructure.

Atlantic Global understands that security is one of our customers' most - if not the most - important concerns when it comes to subscribing to applications over the Web.

Atlantic Global OnDemand is delivered through an infrastructure designed and managed to provide a comprehensive, multi-layered approach that ensures no detail is overlooked when it comes to the security of your data.

Atlantic Global OnDemand is provided by security specialists trained and certified on the latest technologies and responsible for staying abreast of security trends. Combining knowledge with state-of-the-art technology and stringent processes and procedures to safeguard your data 24x7x365.

### Features



- 24x7 Security Operations and IDS monitoring
- DDoS Protection
- Network Behaviour Analysis
- Host-Based IDS
- Stateful Application Inspection Firewalls
- Operating System Hardening
- Managed Anti-Virus
- Centralised Logging
- Biometric scanning for data centre access
- Unmarked data centre facilities
- Security camera monitoring with archival system



### ■ First Layer of Defence: Physical Security ■

Atlantic Global OnDemand security starts at the data centre. Atlantic Global OnDemand is hosted in a Tier III facility that offers the highest standards of security. All areas of the data centre are monitored and recorded using CCTV, and all access points are controlled. The facility is staffed around the clock by security officers. Visitors are screened upon entry and escorted to their locations.

■ **Guarding the Network: Firewalls & Intrusion Detection** ■

Industry-leading firewalls and intrusion detection and prevention systems are employed to ensure the security of your data. These systems are monitored and managed on a 24x7x365 basis.

An essential component of security, firewalls permit or restrict network traffic and safeguard systems and data from unauthorized access. Atlantic Global OnDemand employs a fully managed, robust firewall solution to ensure that the application infrastructure and your data is always protected. On an ongoing basis, regular analysis of firewall logs is performed to keep abreast of traffic patterns and identify any unusual activity.

The Intrusion Detection System (IDS) provides in-depth defence by analysing network traffic and either blocking, replacing, or alerting when suspicious activity is detected. The system utilises a rules-based language, which combines the benefits of signature, protocol, and anomaly-based inspection methods. Rules are used to examine packets at both the IP protocol level and at the application level and can be set to look for specific occurrences of attacks against a protocol or set to look for the conditions of an attack.

■ **SAS 70 Type I and Type II** ■

SAS 70 is an auditing standard developed by the American Institute of Certified Public Accountants (AICPA) to evaluate the internal controls of a service provider. The Type I audit evaluates the service provider's documented internal procedures and processes to ensure that they are sufficient to achieve the service provider's control objectives. The Type II audit conducts a series of tests to ensure that the service provider is actually following those documented procedures and processes.

Atlantic Global OnDemand is hosted from a facility which has both SAS 70 Type I and Type II certification in conjunction with our auditor SAS 70 Solutions. These SAS 70 audits assure Atlantic Global OnDemand customers that it is living up to the commitments it made.

Documented controls covering the entire operational spectrum are in place:



- Data Centre security procedures, processes and systems
- Data Centre environmental (HVAC, power, etc.) procedures, processes and systems
- Information and data security procedures, processes, and systems, including the network, firewalls, servers, and applications
- System backup procedures, processes and systems
- Customer care, monitoring, and troubleshooting procedures, processes and systems

