

# DATA SHEET



## Our infrastructure

Snapfulfil invests in the very best data centres and infrastructure, allowing our customers to benefit from **enterprise-class IT without the related costs** or the need for massive in-house IT resources and expertise.

Snapfulfil is hosted on the iland Secure Cloud which offers **unparalleled availability, capacity, security, compliance and disaster recovery**.

**No other cloud warehouse management system offers its customers this level of performance and reliability as standard.**

## Global compliance

- HIPAA
- SOC 2
- CJIS
- PCI DSS v3
- FISMA
- NIST
- ISO 27001
- Penetration Testing
- SAM Registration
- Privacy Shield
- CSA CAIQ
- Cloud Security Alliance STAR Gold Certification

## Best of breed technologies

- Fully compliant, Tier 1, telecom grade data centres
- Cisco servers, routers and switches for redundancy, seamless connectivity, high availability and scalability
- Power and cooling redundancy
- VMWare hypervisors and vCloud APIs for resilience, consistent performance and fully load balanced web servers for each software instance
- Robust nimble storage, both encrypted accelerated storage and archive storage



## Class-leading SLAs

- **100% availability**
- Non-contended data pipes for **guaranteed performance** across all locations
- Scalable compute model - ability to 'hot add' capacity with **no downtime**
- Second site replication - **RPOs of seconds and RTOs of minutes**

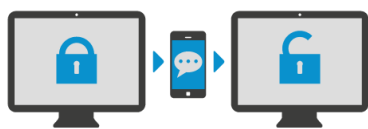


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## Reliable, integrated security

- Antivirus and anti-malware – proactive quarantine of viruses and malware
- Firewall event reporting & blocking – identification and prevention of DDOS and other cyber-attacks
- File, OS and application integrity monitoring – monitoring of changes to critical files
- Web reputation monitoring and control – monitoring and blocking of traffic to malicious sites
- Intrusion detection and prevention – blocking of nefarious attempts to exploit web and application vulnerabilities
- Application control – limit or block access for certain applications
- Vulnerability scanning – non-intrusive scanning of the entire framework
- Storage-based encryption – protecting the physical disk in the event of a physical data centre breach



## At a glance...

- Enterprise-class platform from a Gartner 'Leader'
- No single point of failure throughout the Snapfulfil solution
- 99.999% uptime SLA available
- 24/7 automated monitoring included as standard
- Off-site copy of Snapfulfil solution in case of disaster
- Hardware and software protection from malware and virus attacks
- Security against physical intrusion/data theft

## Disaster recovery

- Near-real-time recovery when disaster strikes
- Exceptionally secure target platform with compliance built-in
- Automated failover included within subscription pricing
- Proven failover process – automatic reporting and alerting
- Industry-leading network layer flexibility
- Integrated DNS Management
- Pro-active monitoring with certified technicians

