



Performance

Severa manages millions of work hours and hundreds of thousands of projects, accounts and invoices.

- 20 dedicated Intel Xeon processors
- 9 independent network providers delivering 6.3 Gbps bandwidth
- Cisco Powered Network: 100% Network Uptime Guarantee, BGP4-routing
- Uninterruptible power with UPS and diesel generators
- 24/7 server management, with a 15 minute response time in case of emergency and a 1 hour hardware fix guarantee

Hosting partner

Severa uses Rackspace's UK data center that provides the industry's fastest global response time.

- World's largest hosting provider by revenue in 2007
- 2008 net revenues \$531 million with 2,611 employees
- Microsoft Hosting Partner of the Year — 2003, 2005, 2007
- Industry-Leading Service Level Agreements
- Microsoft Gold-Certified Hosting Partner

Security

Severa's services are protected against data loss, malicious code and hardware failures.

- **Physical security**
Data center is SAS 70 Type II certified with 24/7 onsite security personnel and biometric scanners. Data center is engineered with fully redundant connectivity, power and HVAC to avoid any single point of failure.
- **Platform security**
Platform security includes Automated Security Patching, High-End Cisco firewalls, Anti-Virus Software, vulnerability scanning and DDoS prevention program.
- **Network security**
100% Cisco Powered Network is audited by Cisco, which ensures maximum-security protection. The network also incorporates a patented Intrusion Detection System (IDS) and all transmissions are SSL encrypted.
- **Data backups**
Data backups are taken on a daily basis from secure locations. The daily backups are stored for 30 days and monthly backups are stored for 12 months.

Users can also create their own data backups directly from the web interface using an advanced search saved in Excel format. Advanced searches can create data listings from accounts, contacts, cases, work hours, items and invoices.

