

eknowhow Service Level Agreement - support, service availability, security, virus scanning and backup services -

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This Service Level Agreement (SLA) is an outline of the type of support and services offered by eknowhow in relation to hosting the eknowhow website solution.

Following extensive research, eknowhow has appointed Hyperspike as its primary hosting provider.

Hyperspike is a provider of business grade hosting services, providing 24hr a day, 365 days a year hosting from multiple Tier 1 (n+1) redundant data centres.

The core focus is in providing redundant, high performance network and servers with uptime guarantees (99.9% SLA). The operations are managed with plenty of headroom allowed for traffic bursts.

Eknowhow, via Hyperspike, provides and manages all aspects of the software delivery for your eknowhow solution. Hyperspike provides all patches for security, compatibility and functional reliability tailored to eknowhow's specific requirements.

Support

Hyperspike provides eknowhow with Technical Support 24 hours a day 7 days a week.

- Both eknowhow and Hyperspike provide an assigned project manager to ensure all tasks associated with the setup and activation of services, including project management of implementations/installation.
- Eknowhow ensures that all patches for security, compatibility and functional reliability are installed and configured to eknowhow specifications.
- Hyperspike provides continuous application monitoring of the performance and integrity of eknowhow servers and all of our client's custimacy solutions.

Service Availability

Service Availability Rates

- Eknowhow is guaranteed by Hyperspike a 99.9% 'uptime' for all custimacy Hosting Services.
- The service availability rates excluded Scheduled Outages for maintenance.

Scheduled Outages

- Scheduled outages are required from time to time for technical reasons.
- On average we have only 2 scheduled outages per year for an average of 15 mins each.
- Eknowhow and Hyperspike will schedule outages to occur at times of minimum user traffic.

Security, Virus Scanning and Backup

Security

Hyperspike's network is secured by multi-layered security architecture including:

- Intrusion Detection System – detecting, monitoring and blocking intrusions/hacking attempts.
- Access Control Lists – preventing unauthorised access.
- Server hardening – preventing exploits of the eknowhow servers.

Virus Scanning

Industry standard virus scanning is undertaken along with vigorous steps to protect all software.

Backup Services

- All data, content and code for all eknowhow's infrastructure is backed up as follows:
 - Daily data backups are taken on Disk to Disk to Tape scheme (D2D2T)
 - One set of backups are kept at the data centre for Disaster Recovery.
 - Tapes are transported and stored offsite by DataBank – tape storage specialists.