FNT

MANAGEMENT INFO

// Software-as-a-Service Hosting

FNT Quality Policies on Security and System Availability

What Level of System Availability Does FNT Guarantee?
Scheduled maintenance is performed during predefined windows on Tuesdays and Thursdays between 4:00 a.m. and 8:00 a.m. If there is any change to this schedule, the customer will be notified in advance by e-mail. FNT guarantees system availability of 98.5% over a 12-month period. This figure does not include the scheduled maintenance windows referred to above.

How Is the Data Center Secured Against Outages?
The data center has an independent, autonomous system with redundant IPv4 and IPv6 connectivity offering multi-carrier access to German ISPs using SDH technology. All data from the data center is backed up at a second location. Power is secured by means of redundant UPSs and an emergency generator in the event of a mains power failure. Geographically, the data center is located at an altitude of 8 meters above the public sewerage system and 20 meters above the nearest running water, which is 500 meters away horizontally. The UPS and emergency power systems are located in a separate space from the server room and in a separate fire zone.

How Is the Data Center Secured Against Network Attacks?
FNT uses a firewall cluster in conjunction with an intrusion detection system to protect both internal and external network traffic.

How Is Data in the FNT SaaS Solution Backed Up?
FNT carries out regular database backups. A database dump is performed on a daily basis for each customer system. Each backup is overwritten after 7 days. It is generally possible to restore a customer system from a database dump on request. This service will be quoted and billed separately to the customer.