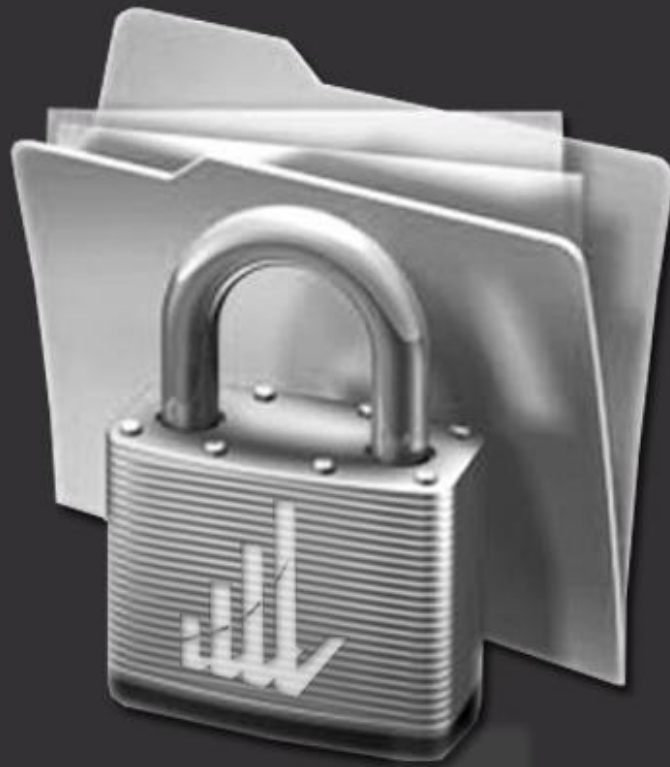


Fourth Hospitality

Data Centre and Security Briefing



fourth
hospitality



“Fourth’s reputation is built on delivering **best of breed** Software as a Service solutions. We are committed to ensuring that service is available to you when **you** need it. Knowing that the best software in the world is only as good as the platform from which it is delivered, we have **invested** in far more than just the software you see on your web browser.

Our data centres have been chosen because they meet the **highest standards** in the industry, purpose-built for maximum **security, reliability** and **availability**. Nothing less would do.

Christian Berthelsen, Chief Technology Officer, Fourth Hospitality





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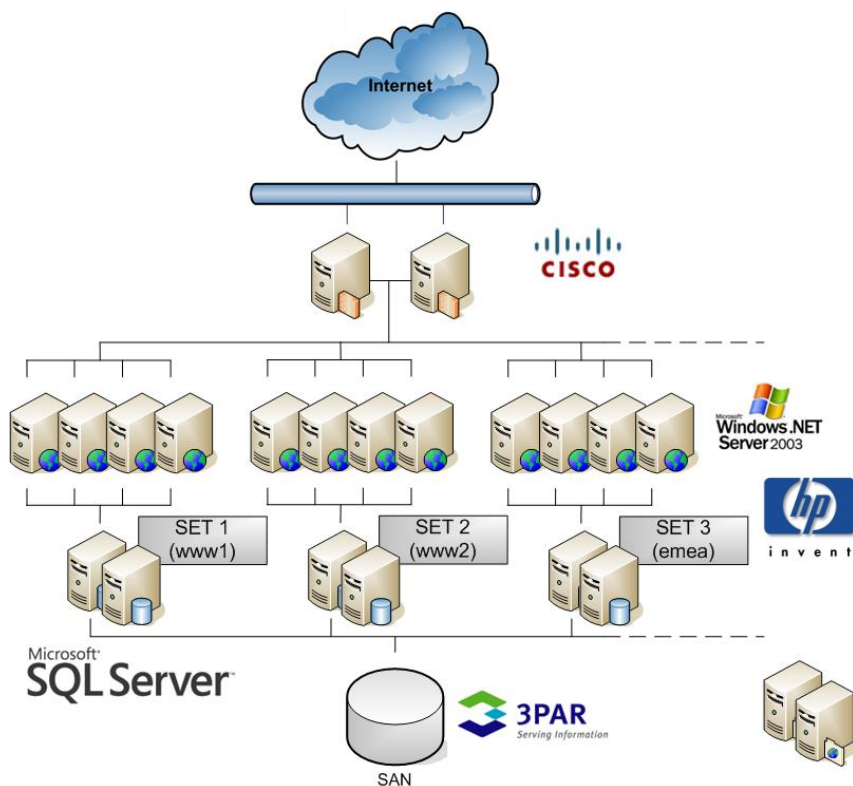
Infrastructure

Tier IV Data Centres

- Fourth hosts its services out of 2 data centres
- Each has been classified to the highest global standard for availability and security
- Designed to host mission critical computer systems

Available 24 x 7 x 365

- 99.995% availability
- No single point of failure
- All major server and network components are configured in an N+1 arrangement
- All servers use hot-swap SCSI disks, RAID configurations and dual power
- Dual-path network means there are always 2 routes between servers
- High specification HP servers run as a load-balanced cluster with automatic fail-over
- Clustered SQL Server database in an active / passive configuration
- Storage Area Network (SAN) provides the database with terabytes of fast, highly available, fault tolerant storage
- Redundant systems for power and temperature and humidity control
- Multiple internet feeds supplied over diverse routes with separate points of presence on a fibre circuit that covers London and has multiple links to UK, European and US circuits



Fourth Hospitality Data Centre 1 (global switch london)



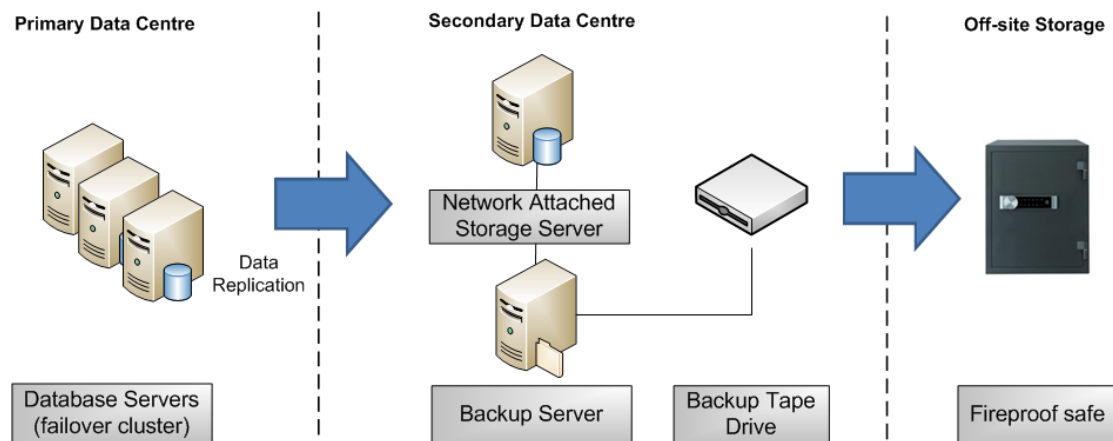
Platform and Applications

Architecture

- n-Tiered architecture - application processing and data management are logically and physically separated processes. This provides for a flexible, resilient, secure and scalable infrastructure
- Multi-tenanted sets enable instant customer provisioning and ensure consistent performance and reliability

Disaster Recovery

- Continuous backup cycles - weekly full backups, nightly incremental backups, hourly transaction log backups
- Nightly backups are replicated to a separate data centre and transferred to tape
- All tapes are removed to a secure off-site storage location



Management and monitoring

- The platform is monitored 365x24x7 by an integrated monitoring tool
- Critical infrastructure components, servers, databases and internet feed are monitored for availability, connectivity and correct operation
- Specific application monitoring confirms services and functions are operating
- Operations staff provides cover on 365x24x7 basis, ready to respond to an alert

Service Response

- Formal Service Level Agreements categorise incidents by severity and each has a pre-defined targets for resolution time and escalation routes

System Maintenance

- Where possible, planned system maintenance is carried out between 18:30 Saturday and 06:00 Sunday (GMT)
- Where planned maintenance period will affect the availability of systems, Fourth Hospitality will make best endeavours to notify key user contacts at least one week in advance
- Emergency maintenance periods may be carried out immediately. Fourth Hospitality will make best endeavours to notify key user contacts in this situation



Security

Physical Security

- Highly secure facility - CCTV and Proximity Access Cards.
- Compartmentalised security zones
- Industry-leading Cisco firewall technology protects the physical network
- Firewalls are implemented in pairs to ensure continuous protection and secured access.
- Remote access is only possible via a secure authenticated link
- Gas, fire, heat and flood detection as well as gaseous fire suppression systems
- A complete building management system monitoring all elements



Logical Security

- Fourth Hospitality has implemented its own network that isolates server farms from each other, for the highest possible security and performance
- n-tier application architecture includes a sophisticated authentication and gate-keeper system at its core, guaranteeing that only authorised users get access to systems

Corporate Social Responsibility

Green Initiatives

- Fourth are committed to reducing the impact of our data centres on the environment through using energy efficiently, reducing our carbon emissions and taking advantage of green energy solutions
- Data centres are responsible for over 1% of global electricity consumption which is increasing year on year. By 2020, carbon emissions from data centres are predicted to exceed those of the airline industry
- Our data centres are located in facilities that are procuring sustainable green energy from wind and geothermal sources
- Through innovation in design, operation and working with carefully selected vendors, we continually improve the energy efficiency of our data centres





Data Protection and Compliance

Data Protection

- Fourth operate under a strict Data Protection charter to ensure compliance with Data Protection obligations
- Access to database fields holding personal data such as Date of Birth and National Insurance Number is limited to a pre-defined group of trusted and senior employees
- Fourth's support team is not authorised to respond to requests for personal or salary related data unless the request is made by a relevant authority in the customer organisation and it is approved by Fourth's Operations Director or Technical Director
- An internal Data Protection audit is carried out annually to ensure continued compliance with Data Protection obligations



Data Protection Act 1998

Compliance and Accreditation

- HMRC Payroll Standard compliant
- Data centres awarded the ISO27001:2005 standard for security management
- Microsoft Gold Partner
- 13th in The 2009 Sunday Times Tech Track 100
- IPP Pay Awards – Payroll Project of the Year 2009
- IPP Pay Awards – Outsourced Payroll Provider of the Year 2009



Vulnerability Reporting Policy

- Keeping our customers' data secure is our number-one priority and Fourth acknowledges the valuable role that independent security researchers play in Internet security
- We encourage responsible testing of our online services and reporting of any vulnerabilities that may be found
- In order to avoid any potential risk to our live systems or compromise to customer data we provide 'labs' instances of our services to conduct testing against.
- All security researchers testing against our systems are required to do so in a responsible, non-disruptive and legal manner

You can direct any questions you have about vulnerabilities, security, data and data centres to: security@fourthhospitality.com