



IntelliFlo SaaS Infrastructure



Overview

The Intelligent Office system is uniquely positioned within the UK Financial Services market to deliver a robust, scalable and flexible system that will allow the Financial Services Industry to successfully follow their strategies for improvements and expansion.

Intelligent Office is delivered using state-of-the-art infrastructure and providing extremely high standards for security, availability and performance. To ensure the highest quality delivery of our hosted services, IntelliFlo has partnered with the best-of-breed managed service provider adapt PLC for providing our datacentre requirements and managed network security services.

adapt is the award winning independent IT managed services provider whose key focus is in the areas of data hosting, connectivity and Internet managed services and cloud services. The IntelliFlo partnership with adapt leverages the benefits of adapt's strategic relationships with major technical and datacentre providers including Sentrum, Level 3 and Global Switch among others. With over 1100 corporate customers, many of which are fast track Web2.0 companies, their experience ensures IntelliFlo can entrust adapt with the management and smooth delivery of secure, reliable core infrastructure services.

With Intelligent Office, you enjoy the protection and peace of mind that this world-class infrastructure provides, including:

1. Experienced professional engineers and security specialists dedicated to round-the-clock data and systems protection and management
2. Continuous deployment of proven, up-to-date security technologies
3. On-going evaluation of emerging security developments and threats through regular vulnerability assessments carried out by government accredited third parties
4. Complete redundancy throughout the entire Intelligent Office infrastructure

Spotlight on Security

At IntelliFlo we understand the importance of security — that is why security is our top priority. We devote significant resources to continually maintain and develop our world-class security infrastructure, the result is industry-leading security and protection of our customers' data.

All aspects of Intelligent Office are configured by experts and rigorously tested before going into production. The world-class security infrastructure includes proven, leading-edge firewall protection from multiple vendors, high-strength industry-standard encryption mechanism and numerous other security technologies throughout the platform.

Physical Security

All IntelliFlo equipment is housed in Tier 3+ datacentres that provide 24-hour onsite security presence in addition to the comprehensive CCTV coverage and access-controlled, layered physical security zones, complete with man-traps at key access points.



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The datacentre facilities also enjoy state-of-the-art fire detection and suppression systems, redundant HVAC and power supplies, redundant generator supplies and battery rooms for comprehensive environmental resilience to protect and keep Intelligent Office infrastructure running safely.

Network Defence

The network is protected by clustered firewalls from two of the top industry security vendors. In addition, IntelliFlo and adapt monitor and analyse firewall logs to proactively identify security threats. IntelliFlo also contracts with government accredited third-party security firms who regularly conduct vulnerability assessments, including penetration tests.

Internet Traffic Encryption

IntelliFlo uses the strongest encryption to protect customer internet communications. Encryption mechanisms include minimum 128-bit SSL/TLS for HTTPS traffic, with server identification provided by the trusted certification authority DigiCert.

User Authentication

Users access Intelligent Office only with a valid username and password combination, which is encrypted over HTTPS while in transmission. An encrypted session ID cookie is used to uniquely identify each user using encrypted keys.

Secure System Management

All data entered into the Intelligent Office application by a customer is owned by that customer. IntelliFlo employees do not have direct access to the Intelligent Office production equipment, except where necessary for system management, maintenance, monitoring and backups. System management roles are heavily segregated and all platform activity is monitored and reviewed on a routine basis.

Attention to Availability

The Intelligent Office infrastructure architecture is designed with no single points of failure to maximise system availability for our customers. This includes the use of two separated physical locations, each with identical equipment.

Network Resilience

All networking components are mesh-connected to ensure that even if a network path fails, all system components remain connected. Internet connections are provided via diverse network feeds from upstream routers. The use of multiple network providers through the highly resilient adapt fibre backbone means that even if an internet carrier fails, Intelligent Office remains online.

Data Availability and Backup

All customer data is stored in clustered database servers in more than one physical location. Live databases are mirrored in the second datacentre. All operational data is backed up at multiple times during the day and immediately replicated to the second datacentre. Archive backups are made to write-once tapes, encrypted and then stored in IronMountain secure off-site tape vaults.



Multiple Redundancy

Each component is built with multiple levels of redundancy, starting with individual devices which have multiple power supplies, storage elements and network interfaces, ensuring a simple failure does not bring down the whole device. Devices are then clustered to keep the system running even if a device fails completely, all the time maintaining overall performance levels.

Disaster Recovery

IntelliFlo makes use of two physically separated locations, 28 miles apart, which are kept in step allowing rapid failover in the unlikely event of a catastrophic site failure. Each site is identically architected and has the same hardware configuration and specification, so if the worst were to happen, Intelligent Office will perform exactly as before. Both sites are run hot and Disaster Recovery is tested routinely, so there is no danger of unexpected equipment failure in a DR situation.

Primed for Performance

Intelligent Office is hosted on leading-edge high-density servers and 10GbE networks. The use of virtualisation technologies where appropriate means that the system can be scaled very quickly and easily. Modular infrastructure architecture also allows components to be seamlessly upgraded when required, adding performance and scale in any area of the platform when needed. Capacity planning is proactive and reviewed frequently ensuring there is always enough hardware to handle the load. Real-time performance is monitored at all times through network and systems monitoring systems tightly integrated into the Intelligent Office platform.

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