



TECHNICAL DESCRIPTION: APPLICATION, HOSTING, MAINTENANCE, BACK-UP AND SECURITY MANAGEMENT

TECHNOLOGIES

➤ APPLICATION

The application is developed with **Microsoft ASP.NET** technology. ASP.NET is the latest Microsoft technology for developing dynamic websites, and can be characterized by its performance, scalability, enhanced reliability and easy deployment.

Integrated features allow asp.net applications to communicate and share data over the Internet, regardless of operating system or programming language.

Database: Microsoft SQL server

SQL Server provides Performance, scalability, and reliability, with the lowest implementation and maintenance costs in the industry.

SQL Server is a fully enterprise-class database product, providing core support for Extensible Markup Language (XML) and Internet queries.

➤ HOSTING SERVERS

Three servers are dedicated to the application: development server, testing server and production server (staging portal).

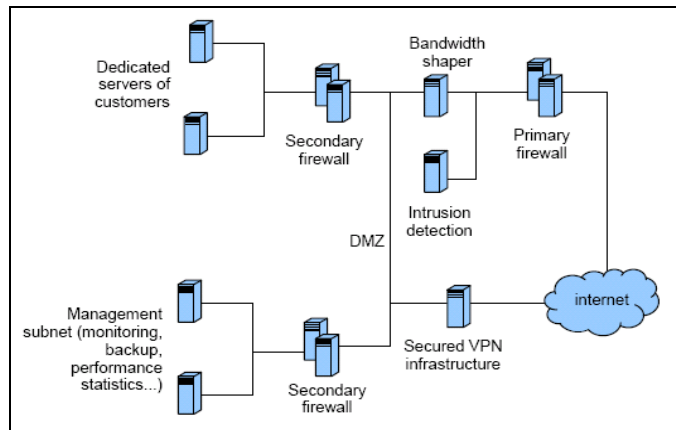
The production servers are hosted by Hostbasket (www.hosbasket.com) in Ghent. Hostbasket is a Microsoft certified partner, and also **the largest Belgian hosting company**. This company is certified for the quality and reliability of its services.

The servers are actually located in Hostbasket's Datacenter, which is equipped with:

- UPS (universal power supply)
- Power generator 250 KVA (Diesel)
- Air-conditioner
- Temperature control
- Raised floor
- Intrusion alarming system (with Group4 interventions)
- Controlled entrance
- Fire detection
- Fire suppression (gas)

The Hostbasket Datacenter is directly connected to the Telenet backbone over Fibber which offers superior connectivity and low latency throughout Belgium and worldwide network. 99.99% availability on the whole network is guaranteed.

Overview of the Hostbasket network:



SECURITY AND SUPPORT

➤ SERVER & APPLICATION MONITORING: 24/24 – 7/7

To guarantee a maximum availability of the application, a monitoring of the servers is operated at different levels:

- Server (ping, http response) and application control tests. Those checks are conducted regularly (every 15 minutes) 7/7 24/24, and **an immediate alert is generated upon failure** (sms / email)
- User resources access: An error reporting is activated on ALL pages of the application, and **the development team is immediately warned when an error occurs.**

➤ SERVER ACCESS

Server can only be managed through a VPN (Virtual Private Network). This setup guarantees a maximal security against hacker intrusion, since remote access is not possible through a public IP address.

Physical access to a Hostbasket dedicated server is not allowed, because the Datacenter is highly secured and only qualified Hostbasket personnel is granted access.

➤ DATA BACKUPS

The databases and servers contents are backed up daily through a dedicated backup server. To reduce the risks of downtime, server's hardware are mirrored.

➤ DOCUMENTS & FUNCTIONALITIES RECORDS

Documents and pages are delivered to the user according to his roles.

The .NET "role-based authentication" mechanism of Microsoft ASP.NET allows deploying a secure and flexible authentication and authorization structure.