



## **Web Hosting and Data Backup Whitepaper**

*Networkx Online, Inc.*

At Networkx Online, we take hosting and protecting your data extremely seriously. Unscheduled downtime and lost customer data are unacceptable to us. Since the inception of the company, we have worked hard to ensure that our clients get the best possible hosting solutions at a price that keeps our monthly service affordable.

We currently have more than 25 servers deployed at 6 different hosting facilities across the United States. In addition to the primary production servers that run our core software, we have DNS servers, telecommunication servers, phone bridge equipment, multiple spam filters, email-sending servers, streaming media servers, and more.

Our 13 most critical servers are located in one of the best hosting facilities in the world. The servers at this location manage our most important databases as well as our main web servers. These servers are all top-of-the-line Dell rack-mounted servers with RAID arrays. This datacenter has a 99.99% network uptime guarantee and a 1-hour hardware replacement guarantee in case something goes wrong with any of our hardware.

At Networkx Online, protecting your data is our top priority. That is why we run two nightly backups on these servers, 365 days a year. One backup plan sends the data offsite. The other plan copies all the data to physical tapes. Once every two weeks all of the tapes are moved to a nuclear-proof facility in case of a true disaster.

Networkx Online pays a high premium to ensure that the servers at this location are as reliable as possible and that emergencies are dealt with quickly and efficiently.

Our remaining servers are located at various other hosting facilities, depending on the specific application. Each of these servers is housed in a facility that has a minimum guarantee of 99.9% network uptime. In addition, all critical components have 100% redundant hardware. These servers are backed up on a regular basis with the data sent to an off-site location in case of disaster.

We also use server redundancy where appropriate. We have redundant DNS servers placed in disparate geographic locations. Our telecommunications equipment and servers are divided amongst multiple locations throughout the United States to ensure that we can route our calls to the appropriate locations in case of outages. We work with more than three different major telecommunication providers to ensure that we have backup plans in place.

Networkx Online also uses cloud computing and cloud storage where appropriate. As this cutting-edge hosting technology becomes more mainstream, we will continue to use it more and more.

In addition to superb hosting facilities, Networx Online also has an excellent team of individuals on hand in an emergency. Every Networx Online server is checked every 5 minutes around the clock by a third-party to verify it is performing correctly. In the event of a failure, our entire team is notified of the problem via e-mail, phone call, and SMS text message. If there is ever an issue, we're on it within 5 minutes, working tirelessly to fix it.

However, responding to emergencies is a rare event, due to the work of our first-rate IT team. Lead by Chief Technology officer Paul Rydell, our team spends an incredible amount of time and energy planning and delivering great solutions to provide the best technology platform for our clients.

We can't guarantee that there will never be an outage with our networks, hardware, software, or telecommunications services. However, we can guarantee that we will always rise to the occasion by immediately working to fix the problem. Our entire leadership team is on call 24 hours per day to respond as fast as possible to any issue. Our track record over the past 7 years speaks volumes about the commitment that we make, 24 x 7 x 365! If something goes wrong, we will be working for you without hesitation until the problem is resolved.