

# **ABT Global, Inc.**

**A Global Document Communications Company**

## **Introduction**

ABT's WebXpress™ hosting center is available to accommodate the needs of any size job, from small applications to projects containing millions of documents. ABT's network architects and third party intrusion consultants constantly monitor the overall performance and utilization to ensure network bandwidth, server availability, and are meeting the needs of our growing user population. ABT maintains additional system capacity to provide new and existing clients the flexibility to add to their repository as you see fit when you see fit.

ABT stores and protects all of or client's corporate information on redundant, application portioned, Storage Area Network servers, utilizing fiber-channel RAID 5 storage arrays, to guarantee secure, instant access to their hosted content.

Magnetic storage provides instantaneous access to your data and has no "time-to-data" latency associated with optical disc and CD based solutions. When storing your image-based data, ABT maintains it in an industry standard single or multi page Group IV TIFF or Adobe PDF file formats thus providing maximum readability while minimizing access time.

Data content reports and documents are stored in native file formats and rendered to PDF for homogenous viewing using the "free" Adobe Acrobat Reader.

ABT's powerful, feature-rich interface, an unwavering commitment to security, and our dedication to quality and customer service make outsourced ASP document management a reality for any organization. ABT is the established leader in the Global Document Communications industry.

## **Guaranteed Delivery**

Client information must be accessible 365/24 with no exceptions. ABT is engineered for your mission critical needs, operating fully monitored 24 hour-per-day, by 7 day-a-week controlled environments. To eliminate any single point of failure, system architecture incorporates state-of-the-art redundancy to ensure your corporate data is always accessible when you need it most. Through the use of redundant internal networks, server clusters, storage arrays, and telecommunications redundancy ABT eliminates the potential of hardware and telecommunications failures that could impact timely access to your image and report content.

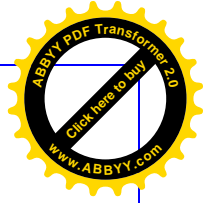
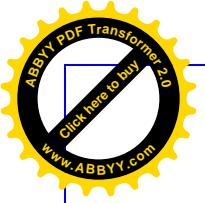
By configuring multiple servers and storage arrays performing the same operations, automatic fail-over occurs instantaneously, without the interruption of access to your stored information. Multiple high-speed telecommunication lines to various Points-of-Presence (POP's) ensure high performance and provide maximum fault-tolerance in the event of telecommunication network failure. Backup power sources provide redundant electrical supply in the event of natural disasters or power failures.

ABT sacrifices nothing to maintain your security and availability. ABT engineers and manages our own servers, storage, and software. We never outsource storage, or any other mission-critical portion of the service to third party vendors. ABT's decades of experience in developing global document communication solutions for Fortune 500 marquee clients is the core reason ABT is chosen more often than all other ASP provider combined. Furthermore, ownership of our hosted applications allows us to tailor the application to fit your business process needs

## **State-Of-The-Art Security**

ABT sacrifices nothing in securing your corporate assets. Our state-of-the-art security measures ensure that the integrity of your corporate information is never compromised. We're serious about the safety and integrity of your data. Physical entry to ABT's WebXpress™ hosting center is tightly controlled and limited to only those personnel essential to the operation. Our use of fully monitored, keycard access ensures that only authorized administrators can gain physical access to your data.

ABT's Web-based security configuration allows you to manage users, groups, project access, functionality, index level, and document-level permissions. Because not every user is authorized to view



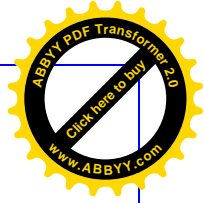
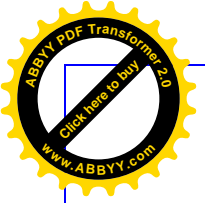
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every piece of information within every application, ABT's unprecedented multi-level authentication/authorization/permission framework controls access to individual documents, rendering them invisible to an unauthorized viewer. ABT's "right2view" embedded security token architecture is a patented process that provides a level of document access security that exceeds the most extreme security concerns.

Your document security rules can be automatically applied to new documents every time they are added to your repository. Administrators can view security audit logs to identify which documents were accessed, by whom and when, as well as review what system operations were performed.

ABT protects the storage and transmission of all data between you and ABT through the use of Secure Socket Layers. Encrypted logins, queries, and results are passed through your secure connection. Our proprietary FTP caching technology allows us to store all your information on our internal network, inaccessible to anyone on the Web. The instant your document is requested, our servers retrieve the necessary page(s) and delivery them safely and rapidly to internal or external users. Once your data has been accessed, it is immediately removed from the public network, eliminating the possibility of unauthorized contact. ABT never compromises the security of your information by allowing URL backtracking.

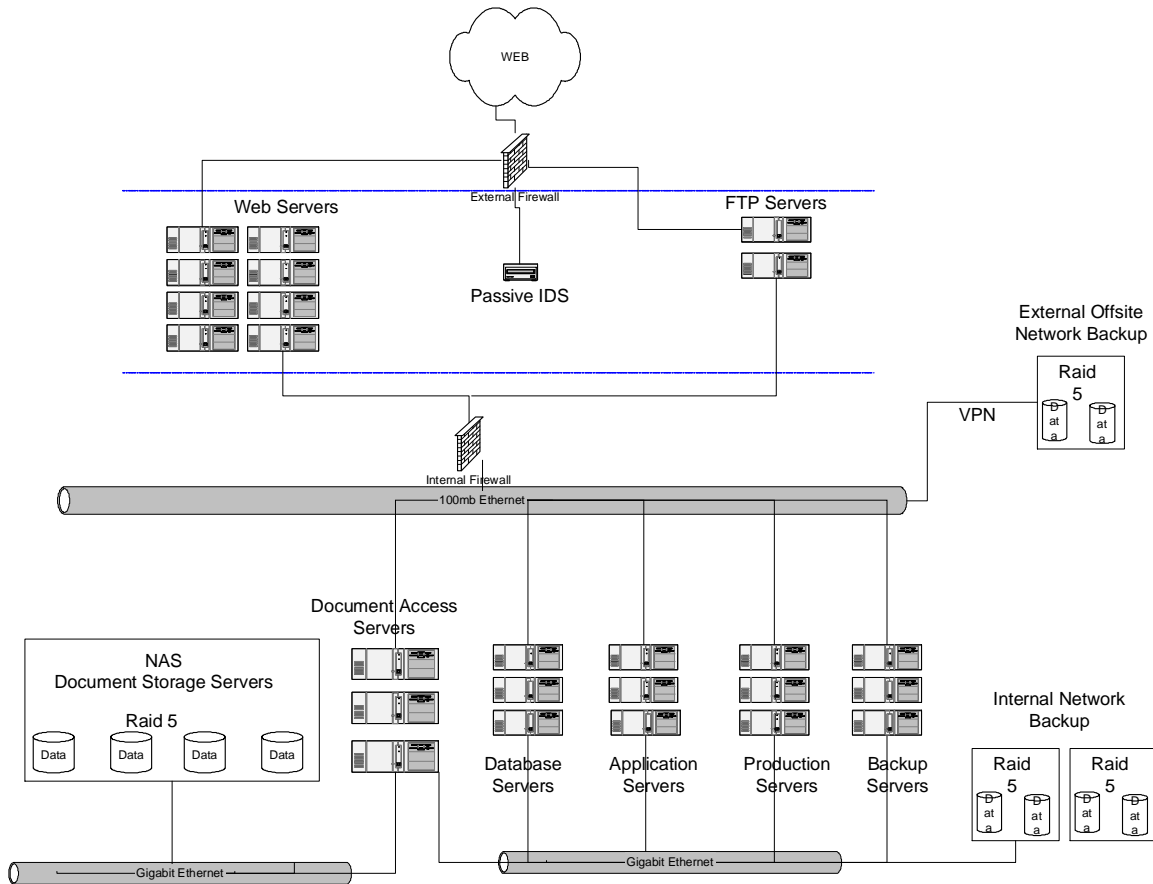


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## ABT Network Infrastructure

### Network Diagram



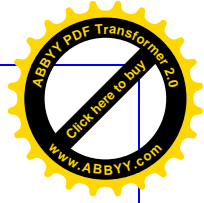
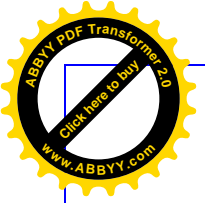
### General Network Overview:

There are two distinct networks, an external and internal. The external network is exposed to the outside world and is where all WEB and FTP servers reside. The internal network is where all of the database and document index information is stored along with supporting services production, backup and application. All servers on the internal network are inaccessible directly from the internet.

For redundancy, there is a minimum of two separate access points to the tier 1 internet providers that are available at all times. All database and web servers are redundant and contain duplicity between sites. All database servers utilize Raid 10 for their data stores. The backup and document storage servers utilize Raid 5. All servers contain redundant power.

**Web Servers:** Provides basic web site access and web services for installed client base.

**FTP Servers:** Provides FTP services for incoming and outgoing data. Data can be sent over secure or un-secure protocols.



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**IDS:** Provides intrusion detection services.

**Document Access Servers:** The document access servers provide secure access to the documents stored on the data vault.

**Database Servers:** Stores all of the indexed data used for accessing the documents and provides SQL searches against the database fields.

**Application Server:** Provides application services such as report generation, temporary vault services, document manipulation, etc..

**Production Servers:** Provides production services for processing and publishing incoming data.

**Backup Servers:** Provides daily backup services for all web sites, database indexes, incoming data, and vault documents. Provides internal and external backups.

## **Data Center Particulars:**

**Monitoring:** Manned 24 x 7 x 365, the Operation and Control Center (OCC) provides the facilities to monitor all Heating, Ventilation and Air Conditioning (HVAC), fire suppression systems and security systems onsite by specially trained personal. Critical airflows, temperature, humidity, power consumption by individual customer, early warning fire identification and suppression systems, generator, chillers, CRAC Units and all security systems are monitored in real-time from the OCC.

**Security:** Onsite security is provided by a combination of biometric hand scanners, electronic card control systems, hi-resolution motion sensitive digital video surveillance systems and onsite personnel. Access into the facility is granted only after positive identification (both manual and biometric) has been established. Movement throughout the facility is further tracked by usage of electronic card keys.

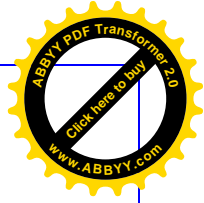
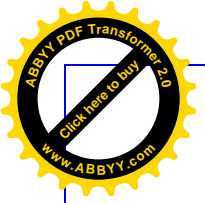
The entire facility is alarmed and monitored with video cameras and off-site alarm monitoring services. Customers can access the building 7x24x365 via an intercom system and camera connected to the manned video surveillance system.

**Carrier Facilities:** There are currently 9 different Tier One IP carriers including XO, ICG, Time Warner, Level 3, Yipes, SBC, Cogent and Internap.

**Power:** Redundant 4000 AMP, 480-volt electrical feeds power the data center. This system provides automatic switching between two independent transformers located on the property.

Besides a total of One Megawatt of redundant UPS power, the facility houses a fully redundant 2,400 AMP, 48V, positive ground DC Telco power plant and distribution system. This system currently powers all fiber providers as well as carriers in our facility.

A fully redundant One Megawatt paralyzing UPS system, redundant Master and Emergency System Busses (MSB/ESB) and a 2 Megawatt Diesel Generator system with 3500 gallons of fuel, provides backup power for the facility.



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UPS power is fed into redundant Power Distribution Units and from there into Remote Power Panels (RPP). Each RPP is monitored to the circuit breaker level to ensure early warning overload protection. Redundant Powerware 500KW UPS System. Dual 4-Megawatt Feeds and Transfer Switches.

**HVAC:** Air conditioning and air handling services for the facility are provided by a series of three fully redundant 180-ton data center specific closed loop chiller systems. These systems provide over 500 tons of humidity and temperature controlled air conditioning to the data center.

**Fire Detection & Suppression:** Fire detection is provided by a facility-wide Very Early Warning Aspirating Smoke Detection System (VESDA). Each of the 30 CRAC units has its own detection monitor that is also connected to the VESDA system. Monitored both onsite and remotely, the VESDA units are but one piece of the Triple Interlock, Pre-Action fire detection and suppression system.

## **Backup:**

All data and index files, documents, web sites, and production data and scripts are incrementally backed up on a nightly basis to the backup server/storage. Backups are done to both internal network backup servers and external storage devices located outside the physical data center facilities. Redundant hot sites are available at additional costs.