xMatters on demand
hosting spec sheet

xMatters on demand is a hosted relevance engine that connects people, processes and information. This ability enables people to make more informed decisions and be more effective. The service delivers what matters, when it matters and blocks what doesn't. Our relevance engines revolutionize the way you manage and contain a crisis, giving you visibility into critical areas of the organization and enabling precise, targeted communications to everyone involved.

With the help of xMatters, your business will remain available, compliant, and effective, no matter what.

Datacenters

To ensure that xMatters on demand is reliable and secure, we have teamed up with an enterprise-class co-location partner whose core business is providing high availability datacenters that are:

• SAS70 Type II certified by Ernst & Young

• At minimum, N+1 redundant on all critical power, cooling, and network systems

• Connected to external power and network feeds by N+1 connections

• Staffed 24x7x365 with security and technical personnel

• Physically secured by biometric access controls and video surveillance equipment

xMatters' datacenters are separated by more than 900 miles to protect against regional events that may impact service delivery.

Environmentally responsible

xMatters leverages blade server technology in its hosted solutions. This technology uses less power per unit, has a lower part count and occupies less space than traditional server technology. This provides improved reliability, reduced carbon emissions during operations, and consumes fewer natural resources during manufacturing. All equipment used in xMatters on demand complies with RoHS standards.

Scalability and availability

xMatters uses its proven service provider deployment architecture to ensure the highest level of reliability, including:

• Self healing network – automatic failover to redundant paths

• Clustered application tiers (presentation, business, communication, and data)

• Scaled tiers by adding servers – adding and removing servers can be done on-line to minimize customer impact

• Voice infrastructure: using both TDM and VoIP technologies, dynamically scalable based on system or geographic needs
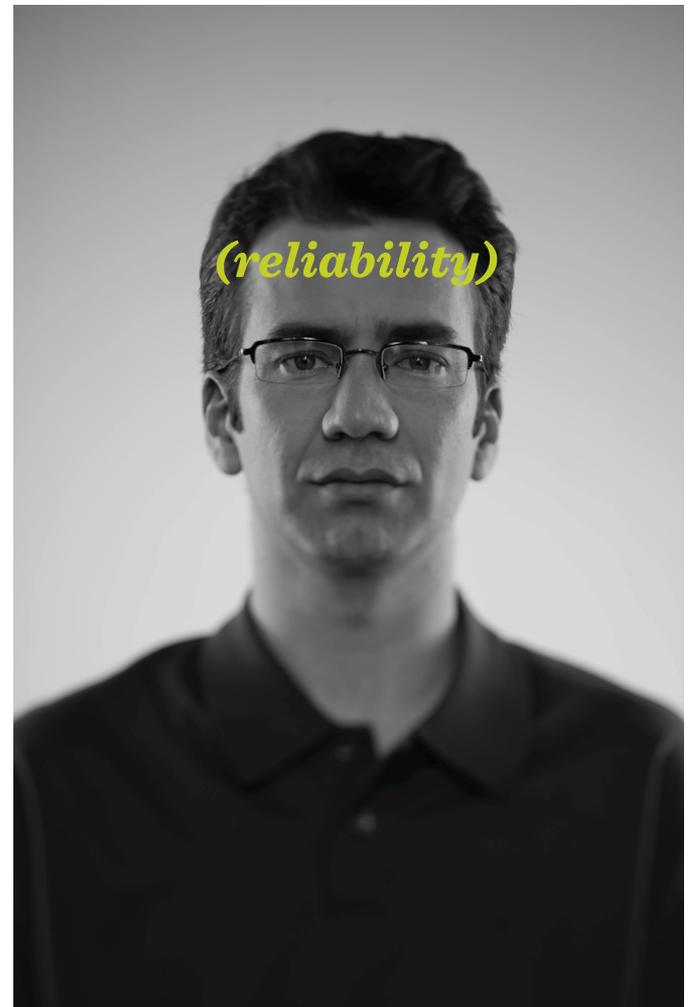
Security

xMatters uses a multi-faceted approach to protect customer data and ensure consistent service delivery.

• **Physical Security -** Only certified and authorized representatives of xMatters, inc. have access to xMatters' datacenter facilities. These datacenters adhere to strict security procedures enforced by guards, surveillance cameras, motion detectors, biometric access control, and other measures to prevent equipment and datacenter facilities from being compromised. Procedures and documentation are inspected and reviewed during the biannual SAS70 audit process.

• **Network Security -** xMatters uses standard 128-bit SSL technology to encrypt data communications. All datacenters are protected by ICSA certified firewalls with active intrusions detection and protection (IDS/IPS). Individual servers are also protected by host based IDS/IPS.

• **Data Security -** Sensitive data elements stored in xMatters' databases are encrypted by 128-bit AES(Advanced Encryption Standard) encryption. AES is the federal standard for data encryption.

xMatters together with Navisite

xMatters' high availability datacenters are hosted by NaviSite, the leading provider of application management and managed hosting solutions. By providing customizable and scalable datacenters, Navisite allows xMatters to offer its customers a secure, hosted solution with availability and reliability including:

• Slab-on-grade (concrete) floor with raised floor

• AC power installed to order

• Parallel redundant UPS with battery backup

• Early-warning VESDA fire detection system

• Both smoke and high temperature detectors

• Power, HVAC, security, fire, and leak detection systems

• Carrier's and dual authentication at every entry to the datacenter floor

About xMatters

xMatters builds relevance engines that connect people with what they need to know at exactly the right moment — so they can take immediate action. Our relevance engines work with existing enterprise applications, technologies, and processes to help businesses run faster and smarter. Over 800 global firms use xMatters to make their products and services more valuable, both internally and to their customers and shareholders. Founded in 2000 as AlarmPoint Systems, xMatters is headquartered in Pleasanton, CA with European operations based in Woking, U.K. and Asia Pacific operations based in Sydney, Australia. More information is available at www.xMatters.com or 1-800-861-3916 US or +44 (0) 1483 722 001 UK.

(x) matters ®
The relevance engine company.