

# FirstBIT Cloud - Hosting General Information

## Client Connection to database.

- Our Desktop and Web clients use HTTP\HTTPS internet protocols for access the cloud application.
- The Servers on cloud side allow only the HTTPS connection and HTTP use only for redirection to HTTPS.
- As SSL certificate provider for HTTPS connection we use [Sectigo Limited](#).

## Data Center locations:

- Our Servers are placed in professional Data Centers.
- We are using 3 Data Centers:
  - UAE Etisalat - main for ERP and Accounting Hosting
  - UAE Azure - reserve location with replicas of applications
  - Europe (Germany) - from custom projects
- All Data Centers are certificated as ISO/IEC 27001 and have a security system such as:
  - Access control.
  - CCTV.
  - Power redundancy.
  - Internet connection redundancy.
  - DDoS protection.

## Backup system:



Each ERP or Accounting placed in our hosting has at least 2 copy of data in a different GEO locations:

- Backups - could be used for recovery in case of failure or other needs in the main Data Center.
- Replicas - could be used for emergency recovery into different Data Center.

- We do backups 4 times a day ( incrementally ) and store backup data as old as 14 days back.
- Backup system use a dedicated hardware located in same main UAE Data Center ( **Etisalat** ).
- Replication system use a storage in the different UAE Data Center ( **Azure** ).
- Access to backups and replicas are available only to a Senior Admins of Cloud Service.

## Monitoring System:

For proper understanding of service layer we do real-time collection of following information:

- Servers Resources Monitoring.
- Clients access logs.
- Application performance logs.

In case of some unusual behavior our support team will be immediately informed.

## Disaster Recovery:

- Our Cloud Service has a recovery plan that allows us to fully recover the Cloud Service not more than in 8 hours after the disaster happened.

## Infrastructure Access and Maintenance

- All works related to maintaining your database\application are done by our employees.
- All our employees are well trusted and sign individual NDA.
- We have strict process of granting access to our servers to any of our employees, so only authorized personnel have an access to the Cloud Service.