



Nebu provides the
hosting
so you can do your work

At Nebu, we understand that sometimes you want to be able to ‘leave it to the experts’, especially at busy times, which is why we offer our ASP Hosting Service.

We host for many of our clients who have found that letting Nebu do the hosting has been one less thing to worry about, and one more way in which we help you with your business.

Your data is secure and fully backed-up, so you can be safe in the knowledge that, whatever crises occurs in your business, it will not be about data collected.

- **Guaranteed 99.8% uptime**
- **Industry standard software and hardware**
- **Dedicated servers for specific services to ensure responsiveness**
- **Servers monitored 24/7/365**
- **Full mirroring and back-up systems**

Hosting

Nebu's hosting service is designed to give you and your respondents the best experience with the minimal fuss. Nebu takes care of the hardware, security and maintenance of your system, so you can concentrate on your business.

We also undertake all software upgrades, during working hours, free of charge; apply the latest server patches and releases from Microsoft and other software systems used, to ensure that your installation remains up-to-date and secure.

This all means that your operation is running with minimal technical knowledge: we carry out the hard work so you can focus on running your business.

Databases

Our database system uses Microsoft SQL server to provide a robust, recognized industry standard. Independent testing has shown that our database design can handle the largest of panel databases and data collection surveys. This means as a client you can be confident that your working systems can meet your needs. The databases and database servers are fully protected from irregular access.

Security

Nebu provides each client their own server space. This ensures a more exacting way to monitor the traffic, and restrict access where necessary, for each client. Nebu is also able to provide SSL connections, when requested, to ensure that sensitive data is encrypted to industry standard levels.

Security is a top priority in our chosen data-center: physical restriction is controlled by guard patrols, secure access systems, CCTV and physical barriers; network security by state of the art anti-virus and firewall software, restricted IP access where appropriate, and full monitoring systems.

Backups are stored offsite and an extra network is used to move data between the two datacenters: your data is always safe and recoverable.

Monitoring

There is a monitoring server on the internal network. This servers have an extra network card connected to an additional internal network ring. There is also a server outside all the networks that monitors the web sites, and access to the datacentre. These monitoring systems ensure that, in the unlikely event of hardware failure, support staff can be notified immediately, and take any appropriate action. Support staff are available 24/7/365, in case of hardware failure, so you can be assured that your surveys are available to your respondents.

Servers

We use separate servers for specific roles: a server for storing project files such as images and videos; one for handling your survey respondents and CATI interviewers, so the connection is reliable and responsive; another for the databases storing your panel and survey data; and a dedicated mail server for invites and reminders. This enables the servers to concentrate their resources on providing better response times in all parts of the system. This means that respondents are always served with a fast and secure system.

Back up systems

Nebu's ASP hosting has systems in place to ensure that uptime can be guaranteed, responsiveness is always optimal, and the experience both you and your respondents have when using Nebu's software, is the best it can be. Servers are set up to ensure that all incoming requests are handled in the most efficient manner, there are fallback systems and hardware is duplicated so that disruption through failure is kept to the very minimum: if a server goes down there is always another running so that your respondents do not notice any lack of service.

Mailing

We know at Nebu that if your invites do not arrive, your surveys are incomplete. Therefore, Nebu actively maintains a white-listing status with ISP providers. We also actively list the domains that clients use for email invites, meaning you have full control of what email address can be sent from your account. This means that you can be secure in the knowledge your mails will not be treated as SPAM.