Benefits of a web-based solution

Software as a Service explained

Overview

Intelliflo's Software as a Service or SaaS-based system delivers everything you need to run your business over the web. Another term for SaaS is cloud computing and it offers many advantages over a desktop-based system:

- No initial hardware or software to install
- No ongoing IT maintenance costs or update version control to track
- Software updates and upgrades carried by Intelliflo ensuring you always have the most up to date software
- Full, remote access on computer, laptop or mobile devices for your business and your clients through the Personal Finance Portal
- Exceptional security standards, constantly backed up and hosted for you
- Meeting your disaster recovery needs
- Meeting regulatory requirements for data storage and security

World-class data and physical security

To ensure industry leading security and protection of our customers' data, Intelliflo provides cutting edge firewall protection from multiple vendors, high strength industry standard encryption mechanism and numerous other technologies throughout the Intelligent Office system.

All aspects of the system are configured by experts and rigorously tested before going into production. All Intelliflo equipment is housed in Tier 3+ datacentres that provide 24-hour, onsite security in addition to comprehensive CCTV coverage and access-controlled, layered physical security zones, complete with man-traps at key access points.

The UK-based datacentre facilities also enjoy state-of-the-art fire detection and suppression systems, redundant HVAC and power supplies, redundant generator supplies and battery rooms for comprehensive environmental resilience to protect and keep the Intelligent Office infrastructure operating safely.

Highest quality hosting

Intelliflo partners with Adapt for datacentre requirements and managed network security services. Adapt is an award winning, independent IT managed service provider, specialising in data hosting, connectivity, internet managed and cloud services.

> **"**
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> The cloud was vital. Frankly, I don't think we could have built our business model five years ago, but today, because of Intelliflo, we are very confident we can build the model we have designed.
>
> **Nick Kelly - Alexander House**

Our partnership leverages the benefits of Adapt's strategic relationships with major technical and datacentre providers including Digital Realty, Level 3 and Global Switch.

Adapt has over 1,100 corporate customers, many of which are fast track Web 2.0 companies - its extensive experience and track record ensures smooth delivery of secure, reliable core infrastructure services.

This means that with Intelligent Office, you enjoy the protection and peace of mind that this world-class infrastructure provides, including:

- Experienced professional engineers and security specialists, dedicated to round-the-clock data and systems protection and management
- Continuous deployment of proven, up-to-date security technologies
- Ongoing evaluation of emerging security developments and threats through regular vulnerability assessments carried out by government accredited third parties

Security in more detail

Network defence

The network perimeter is protected by clustered firewalls from one of the top industry security vendors. In addition, Intelliflo and Adapt monitor and analyse firewall logs to proactively identify security threats. Intelliflo also contracts with government accredited third party security firms which regularly conduct vulnerability assessments including penetration tests.

Internet traffic encryption

Intelliflo uses the strongest encryption to protect customer internet communications. Encryption mechanisms include minimum 128-bit SSL/TLS for HTTPS traffic, with server identification provided by the trusted certification authority DigiCert.

User authentication

Users access Intelligent Office only with a valid username and password combination which is encrypted over HTTPS while in transmission. An encrypted session ID cookie is used to uniquely identify each user using encrypted keys.

Secure system management

All data entered into the Intelligent Office application by a customer is owned by that customer. Intelliflo employees do not have direct access to the production equipment, except where necessary for system management, maintenance, monitoring and backups. System management roles are heavily segregated and all system activity is monitored and reviewed on a routine basis.

Attention to availability

For businesses, having continual access to hosted services is paramount. The Intelligent Office infrastructure architecture is designed with no single points of failure to maximise system availability for our clients. This includes the use of two separated physical locations, each with identical equipment.

Network resilience

All networking components are mesh-connected to ensure that even if a network path fails, all system components remain connected. Internet connections are provided via diverse network feeds from upstream routers. The use of multiple network providers through the highly resilient Adapt fibre backbone, means that even if an internet carrier fails, Intelligent Office remains online.

Data availability and backup

All client data is stored in clustered database servers in more than one physical location. Live databases are mirrored in the second datacentre. All operational data is backed up at multiple times during the day and immediately replicated to the second datacentre. Archive backups are made to write-once tapes, encrypted and then stored in secure off-site tape vaults.

Multiple redundancy

Each component is built with multiple levels of redundancy, starting with individual devices that have multiple power supplies, storage elements and network interfaces, ensuring a simple failure does not bring down the whole device. Devices are then clustered to keep the system running even if a device fails completely, all the time maintaining overall performance levels.

Disaster recovery

Intelliflo makes use of two physically separated locations, 28 miles apart, which are kept in step allowing rapid failover in the unlikely event of a catastrophic site failure. Each site is identically composed and has the same hardware configuration and specification, so if the worst were to happen, Intelligent Office will perform exactly as before. Both sites are run hot and disaster recovery is tested routinely, so there is no danger of unexpected equipment failure in a disaster recovery situation.

Primed for performance

Intelligent Office is hosted on leading edge, high-density severs and 10GbE networks. The use of virtualisation technologies where appropriate means that the system can be scaled very quickly and easily. Modular infrastructure architecture also allows components to be seamlessly upgraded when required, adding performance and scale in any area of the system where needed. Capacity planning is proactive and reviewed frequently ensuring there is always enough hardware to handle the load. Real-time performance is monitored at all times through network and systems monitoring solutions tightly integrated into Intelligent Office.

Learn more

If you have any queries relating to **Software as a Service** call us on **0330 102 8402** or email us at **sales@intelliflo.com** where one of our executives would be pleased to help you further.

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