



IT & Security



Cloud Computing

Sonar6 is a little different to traditional software. There's nothing to install: it's delivered completely on demand, over the Internet. This means you access it online when you need it, and it's not in the way (or taking up valuable resources) when you don't.

Sonar6 doesn't require an IT team to keep it running smoothly. We do all the work behind the scenes; you simply log in via your web browser and get reviewing.

Getting your software delivered as a service (SaaS) instead of 'on-premise' is a smart choice:

- Nothing to install - just log in and use
- Updates happen automatically, as they become available - no need to wait for CDs or download huge files
- More cost effective - no need to invest in IT equipment, specialist support skills or tedious training

Basic IT Requirements

You can probably run Sonar6 off your current computer, with no changes required. As a minimum, you'll need:

- An internet connection
- A web browser with the Flash plugin installed
- A monitor with a resolution of at least 1024x768

Sonar6 Security

Sonar6 utilises some of the most advanced technology for Internet security available today. When you access our site, Secure Socket Layer (SSL) technology protects your information using both server authentication and data encryption, ensuring that your data is safe, secure, and available only to registered users in your organisation. Your data is completely inaccessible to anyone else.

In addition, Sonar6 is hosted at Rackspace in a secure server environment that uses firewalls and other advanced technology to prevent interference or access from outside intruders.

Hosting

Sonar6's internet connection and security management is provided by Rackspace (<http://www.rackspace.com>).

Constant monitoring ensures any potential issues are identified and reported back to Sonar6 immediately, and Rackspace also provides a managed backup and data protection service.

Dedicated Server

The Sonar6 application and data sits on its own server; it's not hosted with any other websites, applications or databases. This eliminates the risk of traffic to or problems with unrelated sites creating problems with Sonar6 access or performance.

Physical Security

- Keycard protocols, biometric scanning protocols, round-the-clock interior and exterior surveillance
- No unauthorised access to data centers without prior clearance and an escort
- Multiple and thorough background checks on every data center employee before hire

Precision Environment

- Data centers' HVAC (Heating Ventilation Air Conditioning) system are N+1 redundant, ensuring that a duplicate system immediately comes online should there be an HVAC system failure
- Data center air is circulated and filtered to remove dust and contaminants every 90 seconds
- Fire suppression systems designed to stop fires from spreading

Conditioned Power

- Data center power systems designed to run uninterrupted, with every server receiving conditioned UPS (Uninterruptible Power Supply) power
- UPS power subsystem N+1 redundant, with instantaneous failover if the primary UPS fails
- On-site diesel generators can run indefinitely if an extended utility power outage concerns

Core Routing Equipment

- Fully-redundant, enterprise-class routing equipment used
- Fiber carriers enter data centers at disparate points to guard against service failure



Network Technicians

- Data center networking and security teams require certification and must be thoroughly experienced in managing and monitoring enterprise-level networks
- Certified Network Technicians are trained to the highest industry standards

Managed Backups

Rackspace performs full weekly backups of all Sonar6 data, as well as maintaining daily differential backups. Data backups are transferred off site, on a four-weekly rotation, to another secure facility with a 4 hour SLA to return the tapes as required.

Disaster Recovery

Sonar6's disaster recovery server is located within the Rackspace environment and held available in times of need. In case of disaster, we aim to be operational within 48 hours (at the extreme outside) depending on the extent of disaster and time required to load data.

Sonar6 can deliver the service from the backed up information on our disaster recovery server and provided the internet is still available to clients. While the disaster recovery process does require intervention at this time, the Sonar6 software is not 'mission critical' for clients and the process meets most requirements for continuation of service.

Optional Security

The above measures ensure that your data is always secure, and accessible only to your organisation. For almost all Sonar6 installations this is suitable security. In some special environments (e.g. military installations) there are added security options:

- Multiple levels of password enforcement (password complexity, password expiration)
- Database Partitioning
- Locked IP Access

Your Password

For security reasons, we don't have access to your Sonar6 password. If you forget it, you can request a new one from the login screen. Your new password is sent directly from the application, so nobody will see it but you.