



43 Golden Drive

Bedford, NH 03110

United States of America

Advertising:

603.472.9001

Support:

603.472.9002

Physicians Office Resource

Technical Document - IT Infrastructure

Network Operations Center

The building is staffed 24x7x365 with security that requires keycard, pin, and biometric authentication for access. The building is continuously monitored using CCTV with digital recordings kept for 90 days. The electricity (100% SLA) is brought in from two separate providers and is maintained using six backup diesel generators which are tested bi-weekly at or near full load. Cooling is also redundant and an ambient temperature of 70 degrees is kept in the floor space. The facility being SAS 70 Type II audited certifies all measures in place are regularly adhered to.

Internet Connectivity

Tier 1 IP backbone direct connections from 10 different providers (100% SLA) with dual 10 Gigabit Ethernet connections from each, minimizing congestion: AboveNet, Alpheus, AT&T, Cogent, FiberLight, Globalcom, Level (3) Communications, Qwest, Reliance, TW Telecom and XO Communications. This enhanced level of networking is done with the redundancy of using Border Gateway Protocol (BGP), enhanced by Internap Flow Control Platform (FCP). This multi-carrier intelligent routing appliance identifies the absolute fastest route across Internet backbones, improving performance 15 to 25 percent.

Network

Juniper routers, firewalls, and switches are used throughout the network. Redundant 10GB Juniper MX Edge Routing connects to multiple fiber networks into an extensive peering arrangement of internal switches and hardware IDS monitors. Separate software based IDS monitors are also used. Network switching for both our LAN and WAN uses multiple GB ports to each and every device along with aggregate 10GB from each cabinet back to core WAN and LAN devices.



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Physical Servers

Downtime and data loss becomes a non-issue with redundancy built on top of redundancy. Every server has dual/hot swappable components where possible and in the event a physical server fails outright the identical instance of your environment, from the point when the server goes down, is back online in minutes on another server standing by. For data storage, RAID10 is standard configuration for all servers, generally with 4 or 8 disks, and backed up with a 15 day retention which calculates to 1GB of data is equivalent to about 30GB of raw disk.

Windows Server Software

Microsoft Forefront anti-spam and antivirus solutions are standard with scans performed daily. Software based firewall is utilized in conjunction with the hardware based firewalls for yet another layer of protection. Software patching occurs routinely through a combination of commercial and propriety systems. Services and resources are robotically monitored in such a way as to help predict outages and issues before they arise.

