# Volusion Premium Hosting

*Providing a rock-solid foundation for your online business*



Volusion's in-house 24x7x365 Network Operations Center (NOC)

## Trusted by leading retailers

**3M**

**MOTOROLA**

**Chicago Tribune**

DISNEP

ANDRE WALKER HAIR

O | UNIVERSITY OF OREGON

NATIONAL GEOGRAPHIC

*While we're firm believers that people are more powerful than technology, it's impossible for you to succeed online without a sound infrastructure. That's why we continuously invest our time and resources to provide premium hosting for your business.*

## At Volusion, providing you with mission critical hosting is a top priority.

We work to ensure the reliability and stability of your store with around-the-clock monitoring and continuous data backups. We understand that your business relies on the traffic to your site, so we guarantee a 99.99% SLA.*

# From innovative hardware to our expert staff, you'll receive:

**🄴 ENTERPRISE ONLY**

## Continuous Reliability with Live Redundancy

- 100% Redundancy of All Network Hardware, Systems, & Data
- VMware High Availability 64-bit Clusters
- Dynamic Server Resourcing for Load Balancing 🄴
- Fault Tolerant Systems with Automatic Failover
- Multiple Industry Leading SANs (Storage Area Networks) by Compellent
- Automatic Daily Data Backups
- Continuous Hourly Data Backups 🄴
- Dedicated NOC Center for Round-the-Clock Network & Systems Monitoring

## Disaster & Business Continuity Planning

- Offsite Data Backup
- 5 Tier-1 Internet Providers on a Private
- Network
- N+1 Redundant UPS Systems
- On-Site Fuel Generators with Guaranteed Fuel Supply
- N+1 HVAC (Heating Ventilation Air Condition) Systems
- 45 Second Air Circulation and Filtering System

## Scalable, Powerful, & Fast

- HP Blade Servers with 3.0GHz Quad Core Intel
- Xeon 64-Bit Processers & 32GB RAM
- Highly Modular Design for Seamless Scalability
- Dynamic Block Architecture for Blazing Fast Disk Access
- Microsoft SQL 2005 64-bit Servers
- 64-bit Processing for Faster Data Access & Management

## Identical Backup Datacenter

- SAN-to-SAN Data Replication 🄴
- Cross Country Location, Different Locales 🄴
- Independent Power Grids 🄴

## Above and Beyond Security for your Data

- 100% PCI/CISP Certified by Visa
- 128 - bit SSL Scurity with full HTTPS Support Dedicated, Dual Firewalls
- Award Winning Proactive Hacker Protection
- Leading Proactive Anti-Virus Management
- Secure, Unmarked Facility with 24x7x365 Surveillance
- Stringent Information Security, Privacy, & Change Management Procedures
- Independent Audits of Physical Security

## Enterprise Level IT Management

- Dedicated IT Team Focused Solely on System Monitoring
- Proven IT Team with 75+ Years of Experience
- Proactive Checks & Monitoring for System Health
- Continuous IT Planning utilizing Industry Best Practices
- Guaranteed 99.99% Uptime SLA
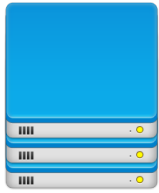- First Priority Escalation & Issue Management Certifications: 🄴
  Microsoft Certified Systems Engineer, SAN Certified, HP Hardware Certified, VmWare Certified, Microsoft Certified Professional, Six Sigma, Compellent Cisco Certified.

## Hosted Email

- StrongMail Load Balanced Mail Server
- Multiple Email Accounts
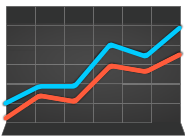- Web-based Access (Webmail)
- POP & IMAP Access

# Here's what these critical components mean to your business:

### Fact: Volusion owns its hardware and infrastructure.

Volusion's dedicated Network Operations Center (NOC) continuously monitors network health to ensure that every merchant's data is kept safe and secure. The NOC is built with three levels of data redundancy, continuous data backups and offsite storage. If a technical problem arises, we can immediately begin resolving the issue. On the other hand, **small providers who completely outsource data operations and hosting are fully dependent on another company to find a fix.** In the case that this key hardware fails, these providers' customers' businesses can be down for hours, or in some cases days. The Volusion datacenter was built with 100% redundancy of every system and every piece of network hardware. We have full control over our hardware and our in-house experts are trained to ensure that your site is functioning properly at all times.

### Fact: Volusion's hosting is designed for full scalability.

We've designed our hosting to grow with your business. So if your business has an unexpected traffic spike, rest assured that you are in good hands. Whether you're appearing on Oprah, running for political office or running a national advertising campaign, Volusion has you covered. In 2008, Volusion powered both presidential candidates' online stores which experienced record site traffic volumes. Our easily scalable architecture with advanced load balancing and dynamic resourcing helps merchants meet the most demanding traffic challenges. Thanks to our proactive resource planning, you can also enjoy success without worrying about the technology behind your business.

### Fact: Volusion's hosting exceeds industry security standards.

Our infrastructure is fully PCI Certified. This means that independent auditors regularly scan and inspect our facilities to ensure that everything is in place to remain certified. Providers who are only PCI Compliant aren't required to undergo these stringent inspections. Even more, we proactively secure your data and provide 24x7x365 monitoring of our data center. Thanks to our obsession with security, you can focus on building your business instead of fending off cyber criminals.

### Fact: Volusion's team of experts is here 24x7x365

Our team of responsive and accountable experts are here to help you focus on what's most important – your business. Consider our team as an extension of your own – we work around-the-clock to ensure that your store is up-and-running smoothly. We provide real-time status updates on status.volusion.com and if you encounter an issue, count on us to answer and resolve the issue during any time of day.

Best Customer Service

## Trust your business with a provider that takes hosting seriously. Trust your business with Volusion.

* The 99.99% uptime measurement does not include downtime caused by factors outside of Volusion's control including but not limited to, the failure of Customer or third party equipment, denial of service attacks or force major events. If at any time Volusion is unable to meet the 99.99% uptime guarantee, Customer's sole and exclusive remedy is a pro rata refund as more fully described in the Terms of Service.