

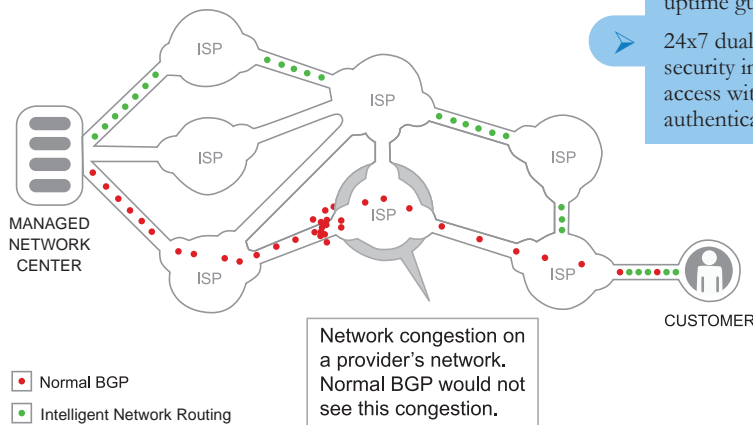
Managed Network Center

To provide consistent end-to-end network performance for business critical applications, the FormFast Managed Network Center starts with a BGP routed network and layers Intelligent Network Routing on top.

FormFast believes so strongly in its network performance that we put our 100% network uptime guarantee in writing in our SLA:

- Our managed network provides 40% more reliability and improved performance than a standard BGP routed network.
- We employ several network metric tools to determine the fastest and most reliable path to the end user and manipulate the BGP routes to improve network performance.
- Improvements are done in real-time to allow for quick adjustments on an always changing Internet.

- Redundant in-line Powerware UPS systems with a 100% power uptime guarantee.
- 24x7 dual-stage physical security including card access with biometric authentication



Datacenter

FormFast uses world-class high availability facilities "on-net" with all major telco providers (AT&T, Level(3), Verizon, Cogent, Qwest, Sprint, XO, McCloud, and Lightcore) to provide you with the reliable network connection you require.

Support Staff

- Our Operations Centers are staffed 24x7x365 by certified Tier 3 support engineers.
- We guarantee all tickets will be responded to within 30 minutes.
- Our data center is a Microsoft Gold Certified Partner in Advanced Infrastructure - Hosting. This has licensing implications that can help save your company time and money.

Security

- The datacenter is SAS 70 Type II certified, HIPAA, Sarbanes-Oxley and Gramm-Leach-Bliley compliant.
- Closed circuit cameras, biometric and card access entry systems and additional offsite monitoring facilities secure the datacenter.

Environment

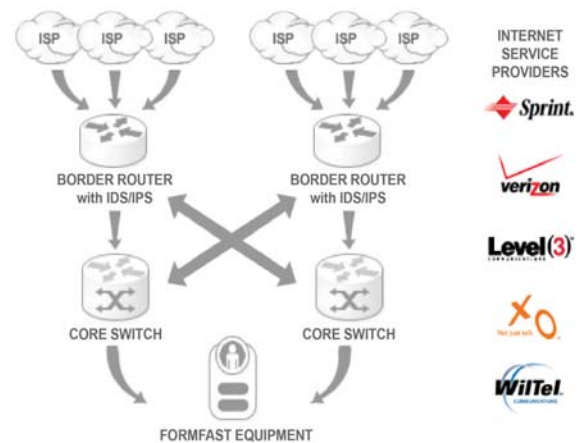
- The datacenter has anti-static flooring and temperature and humidity monitoring and controls to keep equipment running at peak performance.
- We utilize multi-tiered ladder rack systems to keep cabling protected.

Redundant Network Infrastructure

The managed network is a fully meshed, redundant configuration of Juniper and Foundry equipment connected to multiple Tier 1 providers including: Sprint Level(3), Verizon, XO, and WiTel. This minimizes the distance to the end user and builds in redundancy.

We supply two diverse network connections from two separate core switches from our redundant core. While only one connection is used to route traffic, the second connection is a hot standby circuit ready to route traffic if an issue arises. The instantaneous change to the hot standby circuit happens without any adjustments to the network configuration.

Our certified Tier 3 support engineers proactively monitor our network 24x7x365. We also use an external third party to monitor from an offsite location 24x7x365. This dual monitor approach allows us to ensure that our network performs to the top of its ability while minimizing network problems. We keep network utilization below 50 percent to provide peak network performance during normal traffic spikes.



- All critical systems are at least N+1 redundant including the heating, cooling, and power infrastructure.
- Located on two separate Power Grids.
- On-site Power Generators.

Fire Protection

- We are proactive in fire prevention by employing VESDA Early Warning Fire Detection Systems, smoke and heat sensors.
- Our pre-action dry pipe sprinkler systems help to protect equipment in the event of a fire.

- Dual utility power grid with automatic transfer
- Onsite backup diesel generators
- SAS70 Type II certified

Reliable & Knowledgeable Customer Service

Anyone can put the technology together but it's the service that makes the difference.

Complete Server Management	We manage all aspects of the server including configuration, maintenance and monitoring.
Tier 3 Support 24x7x365	Unlimited access to engineers.
Microsoft Gold Certified Partner	Our data center is managed by one of only a few Microsoft Gold Partners focusing on managed hosting.
Guaranteed response time <30 mins	We treat every issue with urgency regardless of how large or small.
Microsoft Certified Engineers	Our data center management partner is constantly training and learning to stay abreast of the latest technology.

Data/System Availability & Security

We employ best practices and best-in-class hardware to ensure high availability.

100% Network Uptime Guarantee	Our network core is completely redundant with a history of proven reliability.
N+1 Redundant Infrastructure	Power & Environmental Systems are configured to keep your systems available all the time.
Proactive patching, monitoring and maintenance	We work closely with hardware and software vendors to keep your solution running securely and reliably.
Intelligently Routed Network	Multiple Tier 1 carriers provide improved network performance of 39.6% over standard BGP networks.
Comprehensive Network Security	Our intrusion detection and prevention systems with firewall solutions provide the highest level of security.
Dell PowerEdge Servers	The proven track record of Dell servers allows us to offer a flexible and uniformly reliable solution.
Physical Security	All facilities maintain the highest level of security utilizing biometrics, proximity cards, CCTV, and restricted access.
30 Min Hardware Replacement	We have a <1% hardware failure rate and carry onsite backup hardware in the unlikely event of a failure.
HIPPA Compliant	SAS 70 Type II Certification audit of our controls to help maintain HIPPA compliance requirements.