

PROVEN RELIABILITY. PROVEN SECURITY

Founded on the principle that first-class reliability and security is fundamental to the success of its messaging platform, GMSI has made a multi-million dollar investment in security procedures, process and infrastructure. GMSI's commitment to reliability and security is the fundamental reason that leading communications providers, portals and financial organizations trust GMSI to provide their critical eMail and messaging services.

Security Features

Data Center Physical Security

- Class A building spaces with extensive exterior security patrols, card-key access and logging entry
- Locked and alarmed single-entrance data centers
- 24/7 video surveillance
- CipherLocks and biometric hand-scanners on all critical data center rooms
- Sophisticated security system with sensors inside the data center
- Environmental controls
- Fire prevention
- Inside the Data Centers:
 - Locked cages and individual cabinets
 - Uninterruptible power supplies
 - Backup fuel generator

Operating System Security

- Routine Sun Solaris security patches and service pack upgrades
- Automated daily security updates through Red Hat Linux custom software scripts
- Automated daily Microsoft security updates by GMSI security personnel
- Routine auditing of file system access permissions and use of permissions by user accounts

WAN Security

- All network components and connections are physically secured
- Security provisioning takes place over SSL and administrative control takes place over military-grade encryption
- Integrated security technology and security personnel monitor and prevent virus, SPAM and security attacks

LAN Security

- Cisco Routers/Switches continuously audited to prevent unauthorized access or tampering
- Protocol-specific, router-based port filtering and ACLs secure the service at the front door
- Firewalls operate in HA (High-Availability) mode to protect networks from malicious attacks with full redundancy
- Firewalls are monitored and updated on a regular basis. Log files retained and copied to alternative storage devices
- Intrusion Detection monitors the safety of the communications network 24/7 and scans for suspicious or abnormal activity

Internet Security

- Vulnerability Testing - GMSI uses proven infiltration methods to test infrastructure allowing GMSI technicians to identify and correct any potential exploitation of the infrastructure
- Application Security patches and fixes applied routinely. All applications tested and “de-bugged” to prevent circumvention of security processes through improper code execution
- Remote Access - Devices are audited to ensure their placement is on non-production, secured servers and do not allow internal connections. All devices operating within the LAN are prevented from being accessed remotely.

Reliability Features

Continuous Monitoring

- 24/7 technician availability ensures that a technician is available to respond to any network problem
- Automated monitoring & notification:
 - Service-level monitoring and reporting to ensure performance from the customer perspective
 - Internal component monitoring to ensure performance of all platform components
 - Automated internal and customer notification

WAN Reliability

- Multiple connections to Tier-1 service providers ensure that no single provider’s issues can impact GMSI services
- BGP and HSRP Routing through over 10 Tier-1 Providers

LAN Reliability

- Redundant switch and router fabric
- Redundant networking components in the rack
- Multiple switch connections

Geographic Diversity

- GMSI maintains data centers in Chicago, Illinois, Kansas City, Kansas and San Jose, California.

Disaster Recovery

- Mail/message data is replicated to multiple systems, including geographically diverse sites
- A clear and definitive disaster recovery plan is reviewed and data restoration exercises are practiced monthly

99.99% Uptime Guarantee

During the week of January 30, 2002, the reliability of GMSI’s eMail platform was tested and proven during one of the worst ice-storms the mid-west has ever experienced. While 500,000 residences and businesses in Kansas City were without power for several days, not a single GMSI client suffered a single minute of downtime. The efficiency of GMSI’s platform was due to rock-solid infrastructure and a flawless disaster recovery plan.

Global Messaging Solutions, Inc.

10801 Mastin, Suite 610
Overland Park, Kansas 66210
TEL +1.913.338.3000
FAX +1.913.338.3006

GMSI Redundancy Features

Multiple Tier-1 Internet Connections

- Over 10 Tier-1 Internet Connections

Routers & Switches

- Standby Cisco routers and switches in case of failure

Servers

- Multiple servers on-site to act as a "Hot Spares" in case of hardware failure
- Maintenance-free Sun Microsystems and Dell Servers
- Multiple Data Center locations

Technology Partners

GMSI has partnered with Industry-leading technology and service providers to ensure the efficacy of all messaging products. Partners include:

- Above.net
- Cisco Systems
- Dell
- Equinix
- Foundry Networks
- Global Crossing
- Internap
- NetScreen
- Postini
- SonicWall
- Sun Microsystems
- VeriSign

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