Hosting Features, Terms & Policies

Portalogiks SharePoint Hosting

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Data Center Introduction

Portalogiks use of DataPoint provides the optimal environment in which to house both you and your customers' mission critical systems. The data center provides redundant fiber connectivity directly to multiple Tier-1 carriers, including Level 3, and XO Communications. DataPoint offers a fully redundant Cisco Powered network with 24X7x365 monitoring and redundant power sources.

The facility is located in the Tide Point complex of Baltimore, MD. The facility is accessible 24x7x365 by approved personnel only. The security surveillance system, multi-level card access and 24x7x365 on-site personnel, assure that your hosted solution has the highest level of monitoring and security. No one accesses the facility without proper authorization, documentation and escort.

The data center boasts redundant electric utility power feeds from two separate sub-stations. And the 1,000 kilowatt auto-cutover diesel generator – with its 500 gallon fuel tank and disaster fuel delivery contract – ensures complete power redundancy of all network services. In addition, the facility includes multiple Leibert cooling systems, an 18-inch raised floor and advanced fire suppression system. When many facilities in the region loss power, flood, or overheat, our facility remains fully powered, cool, dry and completely operational.

Direct URL: http://portalogiks.com/HOSTING/DATACENTERVIDEOTOUR/tabid/518/Default.aspx
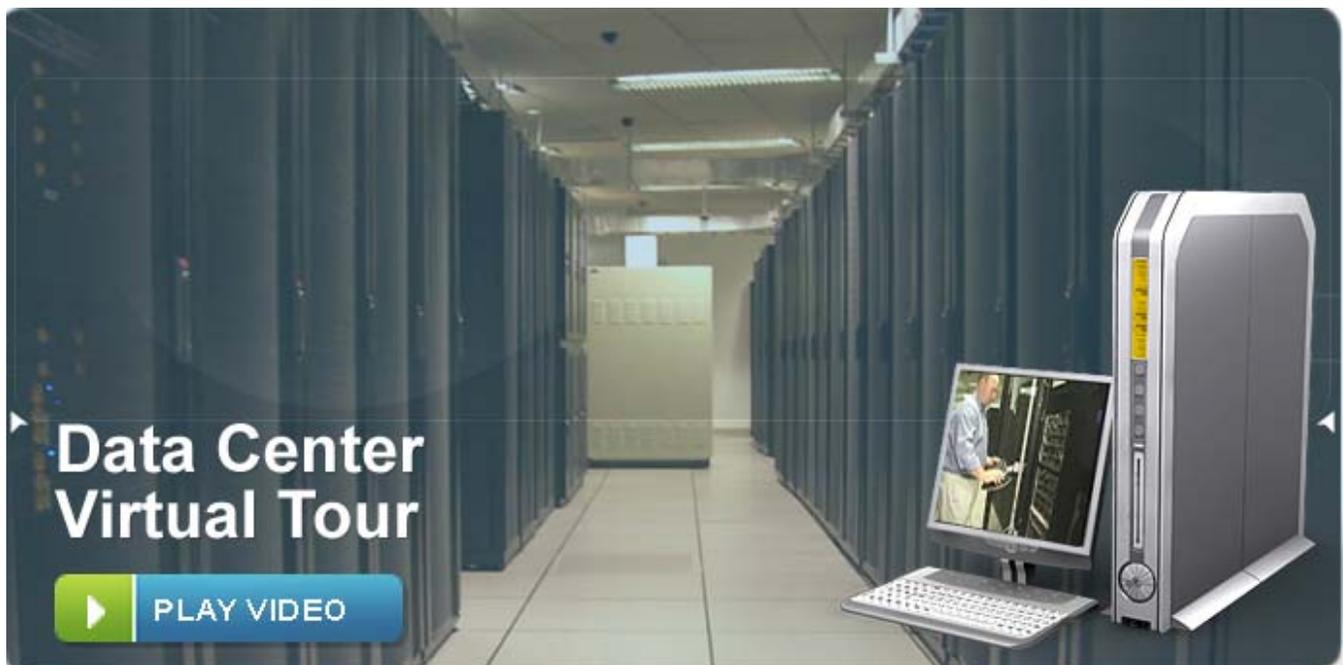
Connectivity

- Tier-3 Datacenter
- Failover Connectivity
- Redundant Internal Network Infrastructure
- Fiber Optic Connectivity with access to 3 diverse fiber rings out of the Data Center
- T1 / T3 MBPS Bonded
- Managed Router / VPN

Power

- UPS Power Backup
- Onsite Backup Generators
- Multiple UPS auto-failover systems and On-site Diesel Generator (tested weekly)

Security

- Physical Access Control (building, cage, and machines)
- Biometric Access Control (NOC)
- 24x7x365 on-site monitoring
- 24x7x365 secure access

Environment

- Controlled temperature and humidity
- Raised floor
- Fire and lightning suppression
- HVAC and fire suppression systems
- Backup switches

Hosting Hardware & Software

- Sonicwall & Cisco Firewalls
- Dell PowerEdge Servers
- Windows Server 2003 R2 & 2008 Licenses
- SQL Server 2005 & 2008 Licenses

Disaster Recovery Policy

Portalogiks Inc. meets and exceeds all best practices for disaster recovery and continuity for managed hosted environments; we even train other experts on it. Our multi-faceted backup approach is designed to cover every layer of infrastructure for SharePoint technologies. Server-side, redundant domain controllers provide a federated environment so users can always authenticate to their sites even if one is down or undergoing maintenance. Backup and maintenance jobs run nightly to provide a full backup each 24 hours of all content, data, and configurations for both the farm and your hosted solution. In the event of a disaster, or need to go back to a restore point, unique backups are available for your site collection going several days. Additionally, offsite backups are made monthly for all data to a location 1,000 miles from the data center.

SharePoint hosting customers can take advantage of dual state recycle bins directly though any browser. This feature provides two catches for deleted files and items, one for your users and one for your site collection administrator or webmaster. End users can restore any deleted item from their site's recycle bin and have it immediately re-provisioned back to the source list or library. In the event a team site member empties their site's recycle bin altogether, all deleted contents fall to an administrative Recycle Bin which allows site administrators to review content before a final purge.

Portalogiks can also custom configure SharePoint's recycle bin schedule to support your organization's document retention polices. Additional DR and BCP solutions are available per request specific to your project needs. Please contact hosting@portalogiks.com to explore enhanced disaster recovery and business continuity solutions for your SharePoint platform. Portalogiks consultants and engineers can also work with your stakeholders to establish a definition of "acceptable risk" for your organization and build a DR/BCP model around it.

Uptime Guarantee

With an array of redundant power, connectivity, and environmental failover features DataPoint Inc. guarantees a 99.9% uptime for data center services. Periodically, server maintenance and patching will be required to keep all Portalogiks servers up to date with the latest security patches and enhancements. Non-standard maintenance windows occur after 12:00am midnight Eastern time, however Portalogiks makes every effort to formally schedule and communicate large maintenance windows when they occur. When a maintenance window is scheduled, the *Primary Site Collection Administrator* for your organization will be given advance notice regarding the maintenance window. Portalogiks Inc. does not email your customers or site users. It is the responsibility of the *Primary Site Collection Administrator* to pass the notice along to users as appropriate for your organization's deployment.

Security Recitals

Portalogiks Inc. takes security very seriously and makes every effort to ensure your web application is accessible by only authorized persons. Unless specifically contracted for your SharePoint project, your organization's **Primary Site Collection Administrator** is responsible for master control, governance and architecture of <u>all sites, users and content</u> in your SharePoint portal. In this role, the site administrator should become familiar with how to handle routine tasks such as site instantiation, content creation/migration, and user management before rolling the site to its intended audience. Neither Portalogiks Inc. nor SharePoint are actively aware of the trust boundaries or sensitivity of your organizational assets.

Hosting Agreement

Portalogiks Inc. only supports organizations and invoices in calendar years for all hosting packages which minimizes monthly paperwork on both sides. Customers purchasing a new hosting package mid-year will only be charged up till December 31st of the current calendar year. Payment of the current year's hosting does not make it a contract and beyond the first month's setup fee and hosting, your SharePoint site collection can be canceled at any time with a pro-rated refund for unused months. By policy, all hosting packages are invoiced for the current calendar year they are requested in. Existing hosting packages will automatically renew for an upcoming calendar year in the last month the current year. Portalogiks Inc. reserves the right to suspend or cancel service for lack of payment.

As your SharePoint portal grows so can your hosting plan. With an email request from the primary site collection administrator your organization can upgrade to the next plan and immediately have additional storage capacity and allowed users. A pro-rated difference for the current month and billing year would be invoiced. To upgrade your SharePoint site collection to the next plan contact hosting@portalogiks.com.

Plan Name	Monthly Fee	Storage (GB)	Bandwidth (GB)	Number of Users
Business	$59.00	2.5	Unlimited	25
Business Pro	$89.00	5	Unlimited	25
Premium	$115.00	10	Unlimited	100
Premium Pro	$179.00	25	Unlimited	100
Enterprise	$229.00	50	Unlimited	500
Enterprise Pro	$349.00	100	Unlimited	500

Scalability

As your SharePoint portal grows so can your hosting plan! Portalogiks Inc. has a pre-built framework to provide the ability for your organization to scale-up or scale-out.

SCALE UP

The ability to scale up allows the entire SharePoint site collection to have more storage or users on a phone call's notice. Once promoted to the next hosting package, the entire site collection will immediately take advantage of the new storage and user allotments.

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SCALE OUT

As the mission, size or mandate of your organization's SharePoint portal change so can the needs for the environment. Though a technical facilitation, Portalogiks experts can help determine what technical solution is needed to meet the goal, what is cost effective for the organization, and possibly what level of ownership/customization you might need for the environment. Then, transition your exiting solution to its new home as an in-place upgrade.

Full Farm

Dedicated Physical

Dedicated Virtual

Shared Environment
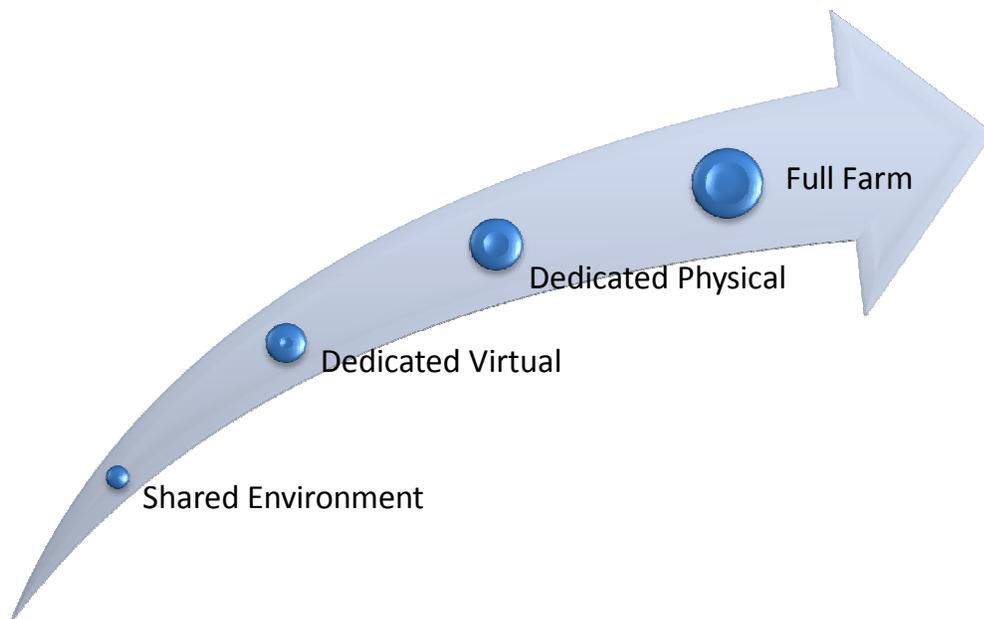
SharePoint Enhancement Overview

In addition to the standard tools and utilities of SharePoint technologies, Portalogiks hosting customers benefit from the following farm enhancements:

1. All front end-web servers are running the latest version of SharePoint WSS 3.0 SP2
2. Full user management consoles, create user accounts through the browser and have SharePoint email their access information and invitation
3. Support for PDFs which includes associated icons and IFilters for indexing of OCR compatible content
4. Incoming email for having email enabled libraries. Just assign an alias (_____@spmail.portalogiks.com) from the settings of your SharePoint Document library and have it harvest messages and files emailed to it.
5. Search Server Express 2008 provides enterprise-class search tools and 11 search web parts that were formerly exclusive to MOSS.