DUSZA ®

Advanced Hosting, Firewall, Secure Certificate & Maintenance

Revised: 01.06.2017

DUSZA
Advanced Hosting

Choosing a hosting provider is never easy. We know that the availability of your site is of utmost importance and entrusting your solution to Dusza is something that we take seriously.

Founded to deliver the best-in-class online solutions to SMEs, Dusza recognised from the outset the need to provide clients with a stable, reliable and cost effective hosting solution as part of our service offering.

Having always been an advocate of the 'full service agency' approach that ensures efficient mobilisation, effective service delivery and enhanced customer satisfaction, our ability to provide budget-appropriate best-in-class hosting is one of the core reasons why clients choose Dusza.

We are perfectly placed to identify and specify the hosting requirements of the solutions we build. By clients choosing to both build and host with Dusza, we are able to be your single point of contact when it comes to hosting, maintenance or support, the same people who built your solution are the same team that support it. This provides our customers with a faster response and resolution time than we could otherwise offer.

We partner with the best in hosting providers who utilise state-of-the-art technology and infrastructure to ensure the stability of our solutions and, of course, we don't just rely on one supplier. We've multiple suppliers with a myriad of options from cloud to dedicated. By continually reviewing our existing supply chain whilst developing new relationships we improve our clients' hosting experience and mitigate supply chain risk.

Hosting Location:

Your solution is hosted on a managed Dusza Dedicated Linux server located in the UK within a world-class Tier 3+ 2N London-based data centre.

Hosting Specification:

Our dedicated servers are built using the latest technology and enterprise-class Dell hardware with 2 x Hex Core Xeon processors and raid 128GB DDR3 RAM, 2x 960GB SSD (RAID 1), 4000GB Bandwidth runnung Linux/cPanel/WHM.

Hosting Support:

In the extremely unlikely event that the server experiences a hardware failure, Dusza have a 1hr hardware replacement service level contract with our suppliers.

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Hosting Service Level Agreement

This Service Level Agreement ("SLA") covers performance guarantees for our hosting service and is made between Dusza. ("Provider", "we", "us", "our") and you ("Client", "you"). This document may be updated from time to time, and will be located online at **www.dusza.co.uk/hosting**. Clients are responsible for checking this document from time to time, as notifications of updates will not be made. Fees charged by us for the provision of Hosting may include two elements, a hosting fee and a secure certificate fee (including static IP). This service level agreement covers the hosting elements of fees charged.

Availability Guarantee

We're proud to offer a 99% uptime guarantee across all our managed servers.

Exclusions

This guarantee excludes circumstances beyond our reasonable control, including, without limitation, outages elsewhere on the Internet that hinder access to your service, acts of any government body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services not appointed by Dusza directly, or other issues outside the direct control of Dusza.

The guarantee does not cover periods of scheduled downtime agreed with you given with reasonable notice, for example the service being taken offline to facilitate essential server repair, maintenance or replacement.

End Of Agreement

DUSZA
Firewalls

A firewall is a powerful first line of defence against unauthorised traffic and protects your business from DDoS attacks, malware and other malicious online threats.

Dusza offer software firewalls (as standard), shared hardware firewalls or dedicated hardware firewalls. Unless you have a specific Firewall agreement with us, your website will be protected by our standard software firewall.

Dedicated Hardware Firewall Specification

Juniper SRX550 Hardware with 1Gb/Sec throughput and port blocking.

Fully managed

There's no technical knowledge needed. We'll set up and configure your firewall to your specific business requirements.

Enhanced security

Sophisticated port blocking and connection tracking stop unwanted connections to your hosting environment.

Real time threat detection

Intelligent threat detection identifies and blocks unwanted inbound traffic before a connection can be made.

DUSZA
Maintenance

Dusza are perfectly placed to maintain the solutions we build and host. This provides our customers, whose solution has been identified as mission critical, with a faster response and resolution time than we could otherwise offer.

What is advanced Maintenance?

1. Server Updates That Don't Bring You Down

You may not be aware but web servers receive regular updates that include software enhancements and vital Security patches. To ensure the server maintains a safe and secure environment these updates are always installed. Unfortunately every update has the potential of conflicting with your solution, stopping some or all of its functionality from operating correctly. Dusza proactively research new updates to identify where compatibility issues may occur and all potential conflicts identified are fixed.

2. First In Line Support On Demand

When something goes wrong with the hardware or software of your mission critical solution, have the peace of mind that we will resolve the issue as a priority over and above all other scheduled non-critical work and new business activities. Please note support time used is chargeable as per our fees and charges.

3. 3rd Party Support

When something goes wrong due to 3rd party integration to your mission critical solution arising from a 3rd party error, downtime or update, we won't require you to prove the issue is our responsibility before we investigate it. We'll assume the responsibility to resolve the issue until we identify the cause of the problem being a specific 3rd party. This gives you peace of mind, knowing that you won't be left dealing with several 3rd party suppliers and having to untangle the technical jargon to resolve any issue. Whilst we can't always resolve 3rd party problems, we will endeavour to manage the resolution to the best of our ability so that you don't have to, or hold your hand through the process when you do have to.

4. Back Ups

Periodic back ups ensure your business data is available should the web hosting fail. Even though Dusza have never experienced a total data loss, it is always a possibility and as such we implement 24/7 back ups of all mission critical solutions. 24/7 back ups literally means a back up every mission critical piece of data is taken every 24 hours. Should your server suffer total data loss we are able to retrieve and restore your solution to state of 24 hours previous. We are also able to offer more frequent twice daily or hourly back up solutions where required.

Maintenance is reviewed annually or where the requirements of the solution change. Any requirement changes to the hosting, maintenance or support of your solution will be communicated to our designated customer contact prior to issuing a new Maintenance solution.

Why am I on an Advanced Maintenance package?

Advanced Maintenance is a necessity to ensure the continued operation of website, application or software that utlilise complex functionality and/or that integrate with 3rd party applications or APIs and/or that are mission critical to an organisation.

There are several reasons why we may have recommended our Advanced Maintenance contract and these include:

1.   Company mission critical functionality;

2.   Mission critical 3rd party integration;

3.   Significant traffic to the solution;

4.   Significant database size of the solution;

5.   Significant bandwidth use of the solution.

Should your solution requirements change we would review and communicate your maintenance requirements and discuss the cost impact.

Advanced Maintenance Availability:

We aim to schedule non-urgent maintenance during the days of the week and times of the day that impact your organisation the least so that you remain unaffected.

Where urgent maintenance is required to be actioned that may cause disruption to your service continuity, we aim to communicate this with the client explaining both the potential disruption to service and the duration but sometimes it is only when the solutions fails that the maintenance requirement is identified.

Advanced Maintenance Charges:

Dusza charge an annual maintenance fee of 10% of the final system build per annum. The maintenance fee is introduced 12 months after the system go live date and is paid monthly thereafter for as long as the solution is required to be maintained by Dusza.

END OF AGREEMENT

DUSZA
Secure Certificate

Dusza secure your solution using industry leading secure certificates (DomainSSL) through GlobalSign whose infrastructure and operations are audited annually by Ernst & Young, and have been WebTrust certified since 2001, the second longest in the entire industry.

GlobalSign's certified services are delivered via a robust public key infrastructure with global data centers, disaster recovery, redundancy, high availability and world-class instrumentation protecting the network.

GlobalSign identity and access Management services to provide enterprises with a platform to manage internal and external identities for the Internet of Everything. Their services enable Dusza to deploy secure e-services.

DomainSSL activates the browser padlock and https and assures users that you take their privacy seriously.

DUSZA
Data Policy Summary

Your data is critical your business and Dusza aim ensure that you understand how we both safeguard it and if required how you can obtain a copy of it in its entirety outside of your solution.

Our Remote Access To Your Company Data:

1. All data stored within your solution is protected by a 256 bit SSL Secure Certificate that enables encryption of any data being transmitted or received by the customer or administrator.

2. Administrators gain access to your user data submitted by clients via a secure login area, which is also protected by SSL.

3. All administrator passwords are securely encrypted so that they are not vulnerable to decoding.

4. Dusza, your hosting partner, may access to your user data only in order to resolve service issues.

5. Dusza will not release or allow access to your user data by any 3rd party unless the 3rd party requires access to resolve service issues however iln certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances, Dusza will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

6. Dusza implement a Data Protection Policy in line with the requriements set out in the Data Protection Act. A full copy of this can be viewed at **www.dusza.co.uk/datapolicy**

Your Access To Your Company Data:

1. You have the right to access any and all user data that is collected and stored on a Dusza server on behalf of you.

2. You have the right to request removal of any and all user data that is collected and stored on a Dusza server on behalf of you.

3. You have the right to request a copy of any and all user data that is collected and stored on a Dusza server on behalf of you. Dusza are bound to supply, when requested, a copy of your user data within 14 working days, charged at our hourly rate that will not exceed a total of £300+VAT per solution.

4. Your solution can be used to collect, store and access personal data therefore it is advised that you implement your own Data Protection Policy and comply with any and all legal and moral obligations set out in the Data Protection Act and where applicable the GDPR.