153 N Main Street, Suite 104 Collierville, TN 38017 901-850-8190
www.orgwide.com

technical information fact sheet

technology overview

The ***OrgWide***™ services based platform:

- Runs on Microsoft .NET technology.
  - This architecture allows ***OrgWide***™ to distribute functionality across our multiple servers, improving redundancy and performance, without compromising functionality or flexibility.
- Is entirely web-based with absolutely no code installed to user machines. This means that, regardless of our client's internal technology platform, end users can easily access the functionality and capabilities over the Internet.
- Offers extensive ability to customize, both for look and feel so our client's users engage in an experience unique to their organization.

security

The ***OrgWide***™ services based platform operates from a highly secure environment with security processes including but not limited to, the following:

- All systems are behind a pair of Firewalls.
- All sensitive communications between the client and the Web servers are encrypted via SSL.
- Password security: Passwords must be at least 8 characters consisting of at least one alpha and one numeric.
- Rigorous procedures and safeguards are in place to protect SSL and encryption keys.
- Conducting periodic vulnerability scans.
- Employing an intrusion detection process.
- Reviewing system and archive logs for anomalies.
- Regular application of Operating System security patches.
- Utilizing a virus protection system on all servers and the virus profiles are automatically updated so as to be current.

redundancy/fault tolerance

- Multiple internet access points exist at our data center facility, providing redundancy of internet access.
- All data is stored on hot-swappable RAID-5 or higher Dell or EMC storage devices meaning a hard drive can fail with no data loss and the failed hard drive can be replaced without powering down and without server downtime.
- Separate and independent hardware is maintained ready at alternate sites.
- All Firewalls, Proxies, Load Balancers, & Network gear is redundant with failover capabilities.
- All Web and Application servers are redundant with load balancing and failover capability.
- The ***OrgWide***™ platform utilizes Microsoft SQL Server database(s) running on redundant Dell and EMC hardware.

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back-up and disaster recovery

- Production databases are continuously archived/logged.
- The infrastructure and data models have been tuned to support real-time reporting – meaning that any report is always the current.
- All servers and storage devices are on UPS, which provides power redundancy at multiple levels.
- The data center facility has back-up power generators that can power the entire environment.
- The data center facility is monitored 24x365 with state-of-the-art fire suppressant systems and access control systems.

bench marking

OrgWide™ rigorously tests new versions of any software enhancements prior to releasing to production. Testing categories include:

- Functionality Testing
- Regression testing
- Destructive and Boundary Testing
- Performance and Load Testing
- An automated rollback capability should there be a need to remove the new code objects

user software requirements

- A commonly supported browser e.g., Microsoft Internet Explorer v6.0 or higher, Firefox v2.0 or higher, Safari etc.
- A high speed internet connection (Note: the ***OrgWide***™ platform will operate with any internet connection but given our client organizations typically wish to share rich content users typically have a better experience at 256Kb or higher).

services based model

OrgWide™ supports our client's business objectives by operating the platform using an enhanced Software-as-a-Service (SaaS) model with fully integrated consulting and support service capabilities.

customization and enhancements

The ***OrgWide***™ team will always entertain requests from our clients to identify additional functionality and capabilities that would assist them in their business mission. Whenever a new feature is to be adopted we work with a lead client representative so as to ensure any enhancements directly meet the intended need.