V2 CLOUD HOSTING DETAILS

CSSP use V2 Cloud for our hosted and SaaS clients. Please find below some details on V2 Cloud hosted servers and their infrastructure.

1. V2 Cloud Connectivity and Servers

a) The hosting provider we use have their servers are located in OVH datacentres. OVH is a worldwide recognized company with 20 datacentres around the world and we can host clients in Canada, USA, France, Australia, Poland, United Kingdom, and Singapore. For more detail see https://www.ovh.com/

b) Client connection to the host server is available by a number of means e.g.
- Remote Desktop Protocol
- Via Web Browser
- V2 Cloud Client

c) All datacentres have unlimited DDoS protection and the servers are protected using the OVH's VAC technology at different level of the network stack (see https://www.ovh.com/us/anti-ddos/mitigation.xml). At the OS level, they carefully select, test and install security updates on the servers.

d) All servers have network and power redundancy. All of them are also under RAID technology, drive bays are swappable between physical hosts and all hardware components are kept in stock locally at the datacentre.

e) Virtual Machine hardware configuration (CPU, RAM and disk) can be upgraded as requirements change.

f) The Hypervisors used are a mix of VMware, XenServer and Hyper-V.

2. Disaster Recovery Details

All servers are completely mirrored to a completely independent cluster and their system is able to recover from a cluster failure.

3. Backup Topology Details

Servers are in fact mirrored and this process happens in the same datacenter (e.g. Sydney). The processes to keep data safe:

a) Backup of servers it taken every day at 00:00 (local time). The process takes a complete backup of the whole disks and they keep an history of 10 days.

b) Servers reside on hard drives using RAID technology and our system constantly monitor the health of the RAID cards to make sure everything is optimal.

c) As a precautionary measure (and for redundancy), they also mirror all of the servers to another rack at a different location in the same datacenter. So in any case a disaster happens in the selected area there is another copy of the data elsewhere. This process happens in a private network over secure encrypted protocol (HTTPS).

If you have any questions please contact us