



**Spider
Strategies®**

Spider Strategies® Hosted Solutions: Data Centers, Security and Support Services

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Spider's Hosted System – Data Center Providers

Spider Strategies works with two Data Center Providers to host customer installations: Rackspace and Linode. Customers that started their hosted services with Spider prior to October 2017 are on Rackspace and customers that started their hosted services with Spider in October 2017 or later are hosted in Linode – unless special circumstances required an installation to be hosted within the other data center.

If you have questions or concerns about which Data Center Provider your installation is located, please let us know via a Helpdesk ticket. Spider is committed to hosting each customer installation with the Data Center that is most appropriate for their needs. For example, if a customer has a specific need to use SFTP or they require a fixed physical server, Spider will host their installation on Rackspace.

Following is detailed information about both Rackspace and Linode.

Hosted Installations with Rackspace

Spider Strategies' hosted installations with Rackspace are currently housed by Rackspace at their IAD3 Data Center in Ashburn, VA.

Rackspace Overview

Web: <http://www.rackspace.com>

Sales: 1-800-961-2888

Support: 1-800-961-4454

The Fundamentals

- Founded in 1998
- Based in San Antonio, TX
- Nine (9) Data Centers: San Antonio, TX (2); Dallas, TX; Herndon, VA; Chicago, IL; Ashburn, VA; London, UK; Slough, UK; Hong Kong

- Managed Hosting, Email & Apps and Cloud Hosting; all backed by Fanatical Support Industry Leadership
- Industry-Leading Service Level Agreements
- Cisco Powered Network: 100% Network Uptime Guarantee
- Microsoft Gold-Certified Hosting Partner
- Microsoft Hosting Partner of the Year – 2003, 2005, 2007
- Red Hat Premier Hosting Partner
- MySQL Certified Hosting Partner

Rackspace – Certifications & Expertise:

From: <http://www.rackspace.com/>

Company Examinations

SAS 70 Type II

We have processes and safeguards in place designed to protect the assets and data you entrust us with. Therefore, we view a SAS 70 Type II examination as a necessity. A service auditor's examination performed in accordance with SAS No. 70 ("SAS 70 Audit") is widely recognized, because it represents that a service organization has been through an in-depth audit of their control objectives and control activities, which often include controls over information technology and related processes.

A Type II report not only includes the service organization's description of controls, but also includes detailed testing of the design and operating effectiveness of the service organization's controls.

Company Certifications

PCI Security Standards Council Member

The PCI Security Standards Council is an open global forum for the ongoing development, enhancement, storage, dissemination and implementation of security standards for payment card account data protection. Endorsed by American Express, Discover Financial Services, JCB, MasterCard Worldwide and Visa Inc., the Council's members have a voice in shaping the PCI Data Security Standard, an organization's best protection against data criminals. By participating in the Council, Rackspace has access to the latest payment card security standards while playing an active part in setting the standards.

Employee Certifications

Red Hat

With more than 80 Red Hat Certified Engineers (RHCEs), Rackspace officially employs more RHCEs than any other hosting company in the world.

Microsoft

More than 100 Rackspace employees have earned the title of Microsoft Certified Professional (MCP). And of those 100, several have earned additional Microsoft certifications including MCSA, MCSE, MCDBA, MCT, MCDST.

Network

A multitude of Cisco Certifications, as well as other third party certifications, attests to the expertise of our network professionals. Their certifications include: CCNA, CCNP, CCIE, CCDA, CCDP, CCIP, CCSP, RHCE, LP11, LP12, A+, Server+, RHCT, MCSE, MCSA, MCP, Network+ and Linux+.

Service Expertise

American Business Awards' Best Customer Service Organization 2005, 2007

Rackspace won its second Stevie® Award for "Best Customer Service Organization" by The American Business Awards for the company's continued commitment to becoming one of the world's greatest service companies. Rackspace was previously named Best Customer Service Organization by The American Business Awards in 2005.

Linux Expertise

Red Hat Premier Hosting Partner

Since inception, Rackspace has been an avid supporter and advocate of open source and the open source community.

This support naturally extended into a unique relationship with Red Hat and becoming the first provider to be certified as a Red Hat Premier Hosting Partner. This distinct designation recognizes that Rackspace possesses the industry's highest levels of support and knowledge of the Red Hat Linux Platform. With more than 5,000 configurations running Linux and more than 80 Red Hat Certified Engineers, Rackspace continues to excel in deploying, scaling and managing Linux hosting environments.

MySQL Certified Hosting Partner

Rackspace was the first MySQL Certified Hosting Partner and is recognized as a model for utilizing MySQL in major computing systems to realize dramatic cost savings, performance and reliability benefits to organizations and end-users. Thousands of Rackspace customers run the Linux, Apache, MySQL, PHP architecture (LAMP) for the development and deployment of optimal performance web applications. Together Rackspace and MySQL have worked to build a world-class hosting solution for the MySQL database.

Linux Journal Readers' Choice—Best Hosting Provider 2003, 2004, 2005

Visitors of the Linux Journal website voted Rackspace as their "Favorite Web Hosting Service of 2005", making it the third consecutive year Rackspace took home the honor.

Windows Expertise

Microsoft Gold Certification

Rackspace is one of only six Application Infrastructure Providers (AIPs) in the world to receive the Microsoft Gold Certified Partner accreditation. This top-tier designation recognizes Rackspace's expertise in Microsoft hosting, having passed numerous and rigorous evaluations by certified, independent auditors. The auditors determined that we deliver the highest level of fully managed services available on the Microsoft platform, meeting eligibility qualifications, proven service benchmarks and operational readiness benchmarks.

The certification fosters a close partnership with Microsoft, allowing us to collaborate on the best solutions, tools and procedures for delivering the hosting environment for our customers. It gives decision-makers Microsoft's assurance that Rackspace is an industry leader in its own right. And the certification also means that we receive access to emerging Microsoft products and technologies while they are still in development, allowing us to work with clients on platform upgrades and technology testing months before public release.

Microsoft Hosting Provider of the Year 2007, 2005, 2003

On the heels of launching our on-demand, highly available Hosted Exchange by Rackspace, we have once again been named the Microsoft Provider of the Year. That now makes the third time we've been awarded the distinction for our Microsoft expertise. More than 300 judges considered well over 1,800 service provider entries from all over the world determined the winner. As Microsoft's Director of Worldwide Hosting notes, "Rackspace ... has demonstrated its talent and expertise year after year, raising the bar in the design and deployment of customer solutions built on Microsoft technologies."

SQL Server Magazine Readers' Choice—Best Database Hosting Company 2005

Readers of SQL Magazine voted Rackspace as their preferred database hosting company of 2005. The annual contest recognizes readers' favorite SQL products and

services. In past years, readers have consistently recognized Rackspace as the best in other hosting categories.

Hosted Installations with Linode

Spider Strategies' hosted installations with Linode are currently housed by Linode at either their Dallas, TX or Frankfurt, Germany data centers depending on each customer's geographic location or preference.

Linode Overview

Web: <http://www.linode.com>

Contact: 1-855-454-6633

Email: support@linode.com

The Fundamentals

- Founded in 2003
- Based in Galloway, New Jersey
- Nine (9) Data Centers
- Data Centers host high performance SSD Linux services operating KVM (Kernel-based Virtual Machine)
- Over 400,000 customers
- 99.9% Uptime Guarantee of Linux virtual server
- Data Centers are compliant with HIPAA (U.S. Health Insurance Portability and Accountability Act) and PCI Data Security Standard (PCI DSS)
- Linode's statement on security:

We're committed to ensuring the security of our infrastructure and our users' data.

Each of the facilities we co-locate with enforces multiple layers of security via a variety of technological and human measures. Beyond that, all our equipment is in locked cages.

We enforce strict filtering rules to ensure that Linodes can only communicate using their allowed IP addresses. This prevents Linodes from spoofing other Linodes' IPs or performing man-in-the-middle attacks on our private network.

Linodes themselves operate within KVM or Xen virtualization, which ensures that each Linode has its own kernel and userspace, which are fully separate from other Linodes. This ensures that a malicious Linode cannot access either the host itself or other Linodes' resources.

Access to Your Hosted Environment

Who can access your hosted environment and the data stored within it?

A single solution (Spider Impact®) operates as a powerful web application instance that can host many customer accounts. Customer data is isolated from other customers in that each customer has their own dedicated MySQL database on the server accessible by their own unique web address (URL). When a user logs into the software via their unique web URL, the software establishes a database connection directly to their dedicated MySQL database. It is not possible for the user to gain access to another customer's database - unless they are provided a URL, username, and password by that other customer.

Spider Strategies' Staff Access to Your Hosted Solution Database

- Our technical support staff will have administrative access to your database for support and system management reasons only
- All support staff have undergone and passed background checks

Your Staff's Access to Your Hosted Solution Database

- You can assign Administrative authority to a specific user or users

- Spider's User Administration requires that each person have their own user account (user name / password) with the possibility of enforcing password complexity rules
- You can control which users have access to specific data, specific views, specific objects and what types of specific actions they can take within the system (from Power Users to View Only Users)
- The software utilizes "Group Security" where a user can belong to one or more security groups. These groups provide a granular customization to security in the system - with the members of each group being able to perform particular permitted actions within particular "Organizations" (content in the solution is organized by Organization / Business Unit). A user can belong to one or many groups.
- Spider does support LDAP (Active Directory), OpenID (OAuth2, Azure AD), and SAML (Okta, ADFS) in the Spider-hosted model.
- For on-site implementations (not hosted by Spider Strategies), Spider supports those same authentication mechanisms and additionally supports Windows Domain authentication and HTTP Header variable based Single Sign-On (IBM, CA Single Sign-on).

Backing Up Your Hosted Data

Safeguarding your data for restoration if needed

The following outlines **Spider's Backup and Disaster Recovery Strategy**:

- Our servers utilize RAID hard drives to mitigate risk of hard drive failures.
- We take nightly backups of all customer databases, Connect content, and application configurations. The nightly backups are stored for three months. A weekly copy is stored as long as a customer continues their service with Spider Strategies. Additionally, backups are taken prior to any software upgrades, software patch applications, or server migrations.
- Should a disaster occur – i.e., a server completely fails – Spider will promptly generate a replacement instance on a new server. Spider will then quickly apply the server image containing the necessary software (i.e. Java, Apache Tomcat,

and MySQL), redeploy the correct Spider software version, and then restore the customer database(s) and configurations from the previous night's backup.

- Affected customers will be provided with email status updates throughout this process.
- We have been hosting our systems since 2008 and during that time have never had to execute such a disaster recovery. However, on occasion we have had customers request our assistance to roll back their database to an earlier nightly backup to restore their database to a previous state. (i.e. undo an Administrator's massive content deletion transaction, etc.)
- Upon formal cancellation of service by an authorized representative of your organization, all access to your hosted environment is removed and all of your data is deleted – including back-ups.

Data Encryption and Auditing

Data Encryption Details

With Spider, your hosted solution data is stored in a MySQL database (or a MS SQL Server database if you host the software within your own environment). The database itself is not stored in an encrypted state, but the application transmits the data to the end user(s) encrypted as HTTPS/SSL.

Auditing/Logging

Our software uses a dedicated database table for auditing user logins and login attempts. This records the username, time of login, and source host/IP address.

The software uses a dedicated database table for auditing the creation / editing / deletion of most content in the system – while also recording the timestamp and user name of the person performing the activity. Some of this audit history can be viewed in context-specific locations within the software using a "View History" button.

The software does not audit what people VIEW.

Administrator-level users have SQL Console access to query the above-mentioned audit history tables and also have the ability to create Reports that query such information. Spider Strategies can provide examples of such SQL queries upon request. These reports can be exported to MS Excel, MS Word, PDF, etc.

Technical Support Services

Customers with a current and paid subscription to Spider's hosted solution of Spider Impact®, have access to Spider's Technical Support team throughout their hosting period.

Technical Support means the e-mail, online HelpDesk portal, and telephone technical services that Spider offers regarding the use and function of the hosted software solutions. Spider will provide support and respond to Service Issues as further described below.

Spider's Hosted Support Services include coverage of:

- Application of software upgrades and patch fixes
- Backup and Recovery of your hosted software instance/environment
- Responses to "How Do I" questions about the hosted software solution
- Service Issue resolution as further defined below

A "Service Issue" is a customer inquiry regarding the functionality or use of the hosted software solution. Spider's support obligations concerning the hosted software solutions' use with third party products, including compilers, operating systems, web browsers, data sources and other Licensed Product(s), is limited to those items set forth in the documentation for the software.

Service Issues are assigned a classification at the time of a customer's initial contact with Spider, and are classified according to the severity levels set forth below. Spider will initially respond in accordance with the response times applicable to Service Issues reported by e-mail, support portal or telephone during Spider's regular service hours as shown below. Spider's ability to provide technical support will depend, in some cases, on the ability of a customer's representatives to provide accurate and detailed information and to aid Spider in handling a Service Issue.

Spider will provide support for each Major Release for at least eighteen (18) months after the subsequent release is first made commercially available. After such period, Spider will provide support, as needed, to customers to update their use of the hosted software solution to the latest release of the software.

Spider Service Issue Classifications for Technical Support Escalations

Service Issue Classification	Spider Support Team Response Time	Next Steps
<p>Severity 1—Critical Business Impact: Hosted software is not functioning or is stopped or severely impacted so that Customer cannot reasonably continue use of the hosted software and no Workaround is available.</p>	<p>One business day</p>	<p>Once the Service Issue is verified, Spider will engage development staff to provide a work around or circumvention to the Error within 5 business days if possible and will provide a best effort resolution to such Severity 1 Error within 10 business days of reporting.</p>
<p>Severity 2—Major Business Impact: Hosted software issue that renders certain significant and fundamental features or portions of the program unusable and no immediate Workaround is available.</p>	<p>One business day</p>	<p>Once the Service Issue is verified, Spider will engage development staff to provide a work around or circumvention to the Error within 5 business days if possible and will provide a best effort resolution to such Severity 2 Error within 15 business days of reporting.</p>
<p>Severity 3—Minor Business Impact: Hosted software is functioning inconsistently or in a way causing slightly impaired</p>	<p>Two business days</p>	<p>Once the Service Issue is verified, if appropriate and achievable in Spider's sole discretion, Spider will provide a resolution to such</p>

Customer usage and productivity, but Customer can work around such inconsistency or impairment.		Severity 3 Error within 30 business days of reporting.
Severity 4—No Business Impact: Hosted software is functioning consistently, but Customer requests minor changes in software solution such as Documentation updates, cosmetic defects or enhancements.	Three business days	Once contact has been made with Customer, Spider, at its sole discretion, will consider Software enhancements for inclusion in a subsequent Release.
No Software Error Reported – Customer has questions on proper use of hosted software functionality	Two business days	Spider support team members will reply to customer inquiry as soon as possible.

Spider Technical Support Hours of Service & Contact Information

For Customers Worldwide:

Contact us by:	At	During
Email – Note: Best response times are via emailed requests	helpdesk@spiderstrategies.com	Monday- Friday 8:00am to 5:00pm Eastern
Phone – Scheduled Appointments	Email us to schedule a phone or web-based meeting appointment or leave voicemail at 703-345-0614	Monday- Friday 8:00am to 5:00pm Eastern; voicemails will be returned within 16 business hours

** All contact information is subject to change upon notice from Spider.