



## **Flexfone: Worry Free**

Because being in communication with your customers is the heartbeat of your business, and your telephone system is being Hosted or managed 'in the Cloud' by Flexfone, you may have some questions regarding the security and reliability of our solution.

Flexfone is based on a secure and reliable architecture at every level. And we wrap FlexCare, our service package, around it to provide you with additional peace of mind.

The reliable architecture starts with our secure Data Centres, through our redundant backbone to our monitoring and management. We use highly redundant, Data Centres, that have been set up to withstand power outages, cuts to cables, physical access by unauthorised individuals or virtual, undesired access to our applications. Lets look at these items in more detail.

### **Locations**

The Flexfone application resides in several data centres in Canada (Quebec, Ontario and British Columbia) and the U.S. (California and Texas). These data centres are located strategically to ensure good coverage across North America, as well as to easily connect to other Telephone Company networks. These Data Centres can mirror the applications, ensuring business continuity.

### **Carrier Class, Tier 4**

The core systems are in Carrier Class, Tier 4 Data Centres. Tier 4 is the highest level (see Figure:1 below) and has an uptime of over 99.995%.

### **Layered Redundancy**

The Hosted telephony application has layered redundancy, due to the geographic spacing of the Data Centres. The servers in these data centres controlling your phones are mirrored, providing real-time failover in the event of a problem at one of the Data Centres. Creating a reliable and redundant system, something that most small and medium businesses could not afford when buying their on-premise solutions, let alone manage.

### **Data Security**

The Flexfone servers are protected by industrial-strength encryption. All our servers within the Data Centres employ AES encryption, delivering security in addition to the physical security.



### **Physical Security**

In addition to data security, entry into the Data Centres is strictly controlled and monitored. The facilities are staffed with 24x7x365 uniformed security desks, CCTV cameras throughout, door entry-card access, a front door “man-trap” for controlled entry and limited, supervised access to all secured areas.

### **Power**

As mentioned above, the sites meet Tier 4 Data Centre requirements. A reliable source of primary power is of paramount importance to our mission-critical operations. The centres have underground 13.8kV feeds (one of which is fully redundant and can be switched on seamlessly via an automatic protection and control mechanism).

The centres are continually upgraded, including increased power capacity and two new 13.8/600v 4000/5000kVA transformers.

Emergency (Back-up) Power: in order to sustain the load during possible power disruptions, the building has twenty-five diesel generators that offer a combined power capacity of 23,165 kVA.

Our datacenters utilize environmentally compliant diesel fuel storage facilities that can house thousands of gallons of fuel for generators. The building’s location on the site permits easy access for both refuelling trucks and roll-up generators, ensuring that facilities can be operated 24 x 7 x 365 during any emergency.

To further enhance redundancy, our datacenters employ economical and efficient methods of cooling and climate control.

### **Network Access and Egress**

Our Data Centres feature a diverse range of fibre-optic points of entry into the building, offering pathway diversity and flexibility.

We only use premium transit links and layer 2 networks between our Data Centres, and all Servers are only one hop from the public switched telephone network (PSTN.)

### **Monitoring and Management**

Last but not least, these systems are monitored 24x7x365 to ensure complete up time.

Tier Level	Requirements
1	<ul style="list-style-type: none"> <li>• Single non-redundant distribution path serving the IT equipment</li> <li>• Non-redundant capacity components</li> <li>• Basic site infrastructure with expected availability of 99.671%</li> </ul>
2	<ul style="list-style-type: none"> <li>• Meets or exceeds all Tier 1 requirements</li> <li>• Redundant site infrastructure capacity components with expected availability of 99.741%</li> </ul>
3	<ul style="list-style-type: none"> <li>• Meets or exceeds all Tier 2 requirements</li> <li>• Multiple independent distribution paths serving the IT equipment</li> <li>• All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture</li> <li>• Concurrently maintainable site infrastructure with expected availability of 99.982%</li> </ul>
4	<ul style="list-style-type: none"> <li>• Meets or exceeds all Tier 3 requirements</li> <li>• All cooling equipment is independently dual-powered, including chillers and heating, ventilating and air-conditioning (HVAC) systems</li> <li>• Fault-tolerant site infrastructure with electrical power storage and distribution facilities with expected availability of 99.995%</li> </ul>

Figure 1 Data Centre Tier Definitions (source: Wikipedia)