Ebix OneOffice

Hosting Services

Introduction

This document describes the Ebix hosting services provided for OneOffice.
These hosting services are not limited to OneOffice and can be extended to support other complimentary or independent software solutions.
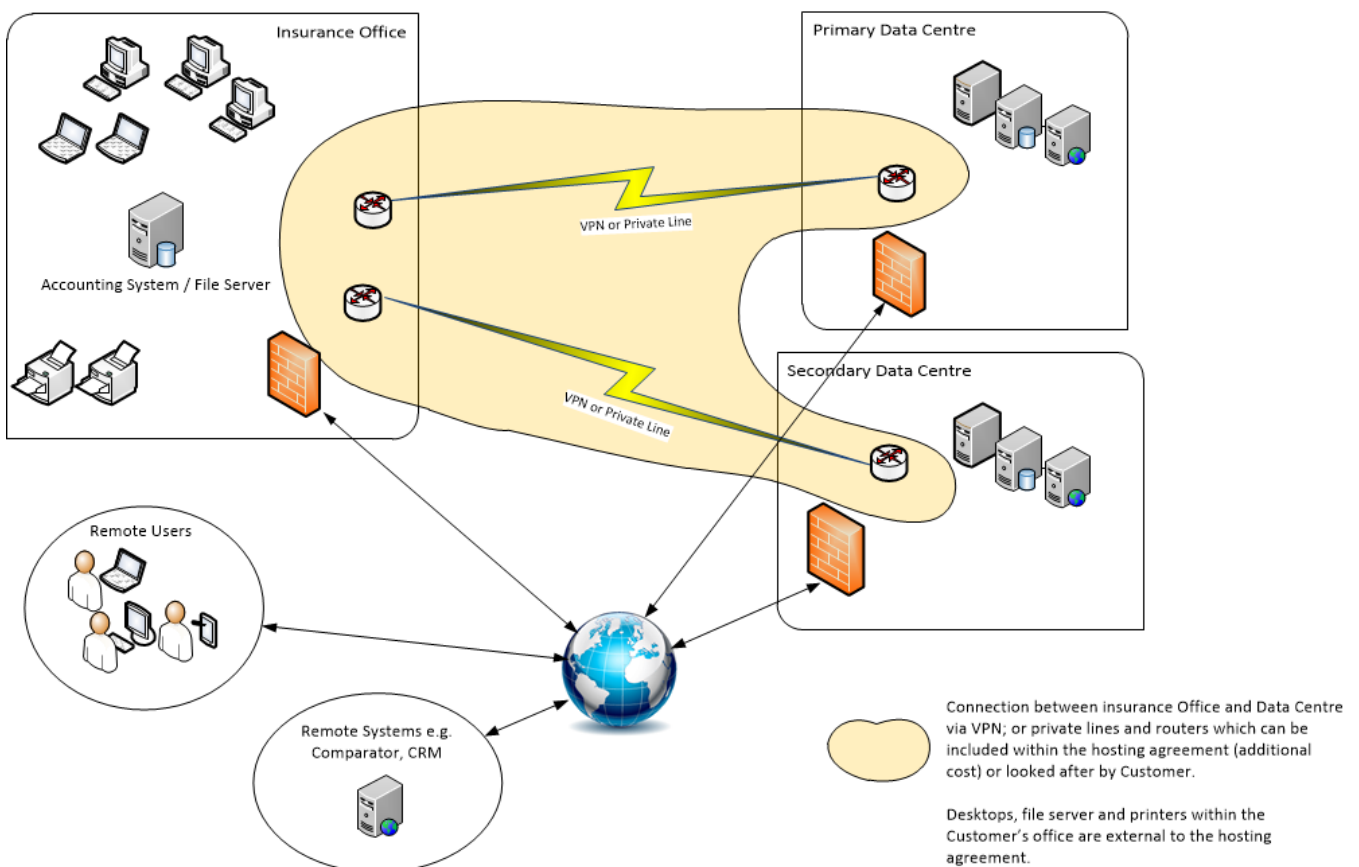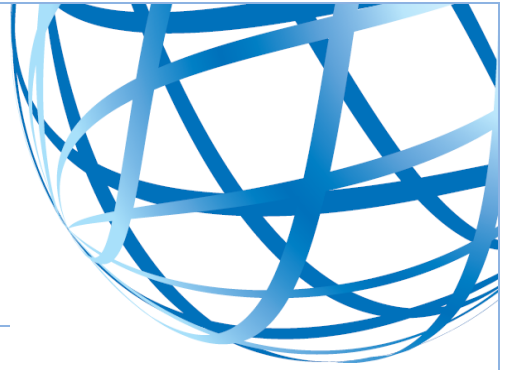
Hosting Architecture

The hosted environment utilises virtual servers within a shared infrastructure, providing services to optimise performance and ensure a highly redundant solution to each party of the hosting service.

Ebix performs ongoing maintenance to the Hosting Platform, which may include adjustments to technical resources including CPU usage, memory, real time load balancing and other key performance measures in order to address any serious degradation to the production Service Levels.

As a Customer's requirements change, the services can be reviewed, and adjustments implemented as required.

The following diagram shows an example of a OneOffice hosted implementation. The configuration of the hosting solution can be tailored to each Customer's requirements.

Connection between insurance Office and Data Centre via VPN; or private lines and routers which can be included within the hosting agreement (additional cost) or looked after by Customer.

Desktops, file server and printers within the Customer's office are external to the hosting agreement.

Service Levels

As part of the hosted solution, Ebix provide a 24x7 monitoring service with network and technical support staff providing an 'on call' service. Ongoing Software Configuration Management of the services is performed, ensuring currency of layered software versions to ensure manufacturers support is retained.

Ebix provides multi-tiered support including a business hours help desk with after-hours answering service and escalation path.

Each month a report is provided detailing the performance of the platform.

Service Security

Ebix ensures that the hosted environment is secured, including physical access to the Data Centre, firewalls to limit access via Hosting Platform ports, Ebix application level security and intruder detection.

Penetration testing is also performed to confirm the security of the environments on an ongoing basis.

Backup and Recovery

Ebix provides hosting services at two Sydney based secured Data Centres to cater for Production and Disaster Recovery requirements.

Data is backed up daily and shipped from the Production servers to the Disaster Recovery servers at a frequency to support the Customer's disaster recovery process.