

Dataways Cyano cloud services

Description and Terms



Dataways Hellas SA was founded in 2000 by a team of IT professionals with many years of technical expertise and knowledge in the area of information technology and telecommunications. It is a RIPE Local Internet Registry (LIR) member providing IPv4 & IPv6 addresses. It is licensed as Internet Service Provider from Hellenic Telecommunications and Post Commission (EETT) and maintain compliance policy to ensure confidentiality to Hellenic Authority for Communication Security and Privacy (ADAE).

Dataways is also on the way for completing ISO/IEC 27001 information security management systems certification which will aid in managing and protecting information assets and customers' valuable data.

Dataways with the high level of expertise that has gained and the recognized prompt service, has developed the necessary infrastructure with the appropriate management, in order to provide its **Cyano cloud** service (IaaS, DaaS).

Dataways hosts its own equipment at multiple racks in large Data Centers in Greece and Switzerland. These Data Centers are **ISO 9001** and **27001** certified and are fully complying with the prescribed procedures for **physical & information security** (BS 7799 / ISO 27001).

Furthermore, the Data Centers are characterized by:

- Co-location of some of the largest Tier 1 carriers providing internet transit. Also there are capabilities of direct connections with selected carriers via local GB network and cross connection with selected for cooperation.
- Ability to manage energy in our rack space through Renewable energy sources such as water, wind and sun.
- Existing and functioning cloud hub community

Clear & non-overbooking services are provided through high performance infrastructure under continuous monitoring, designed to meet the needs for critical applications, uninterrupted daily business operation, data storage and coverage for infrastructure **Disaster Recovery** scenarios.

DATAWAYS Infrastructure is designed specifically to provide managed services and operates under the **supervision of a team of engineers** in a model 24x7x365. The team of engineers is specialized and accredited at many levels such as database engineers, Cisco certified network engineers (CCNA's, CCNP's), Unix experts, Citrix and VMware certified engineers. An enterprise level **support 24x7** is provided while the operation of **IaaS** services is covered by **SLA**.

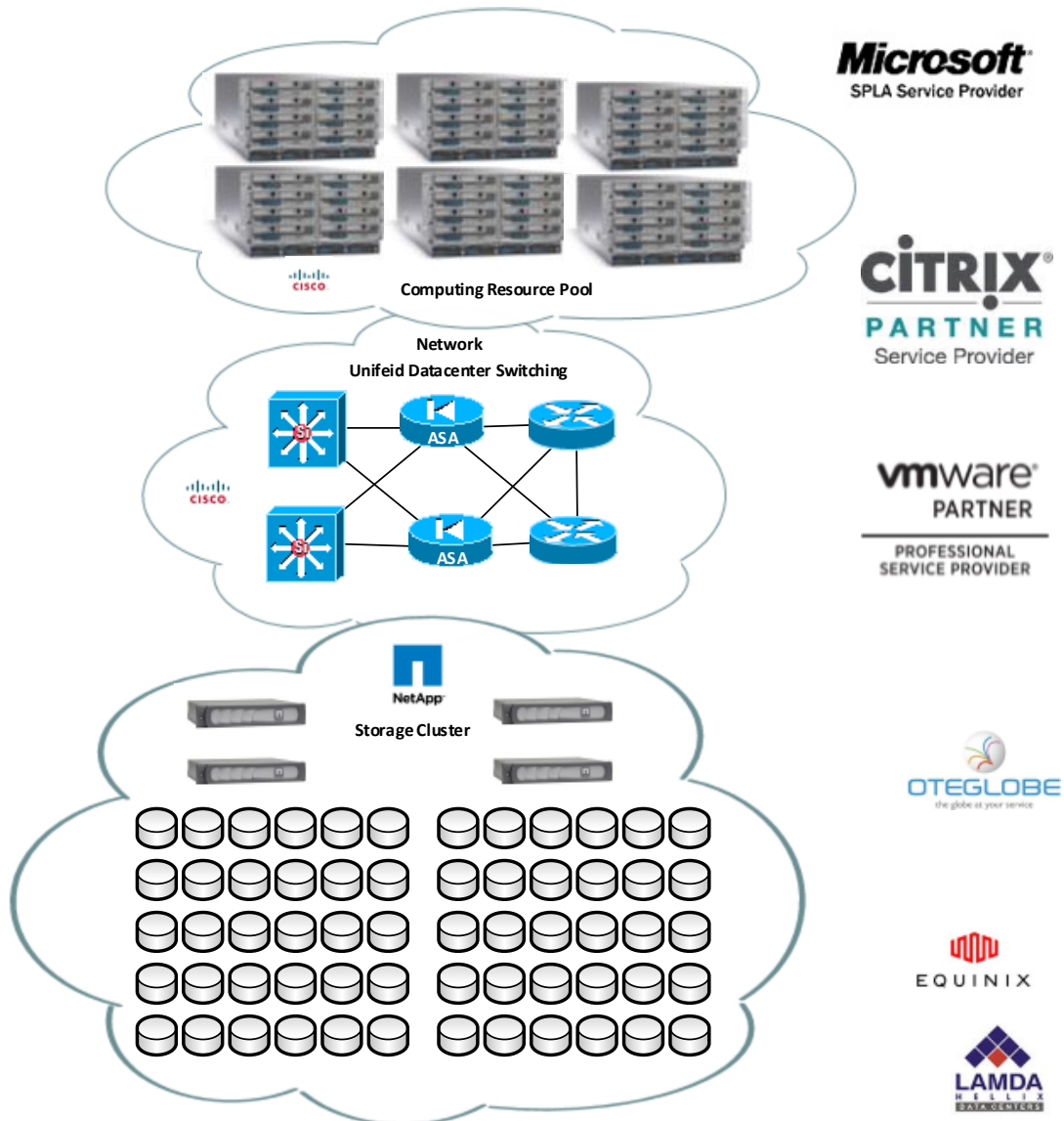
These services are usually offered as standard packets, although providing the customer with the ability of the final configuration/customization of services in accordance with his needs. The service can be controlled by **Cloud Control Panel** and the supported operating systems are **Windows or Linux** (RH, SLES, Debian, CentOS).

Desktop as a Service (DaaS) is also offered, based on **Microsoft RDS** or **Citrix XenApp / XenDesktop**.

*Note: Dataways is **Microsoft SPLA Volume Licensing Partner** and can provide licenses for all Microsoft products with respective monthly usage. Dataways is also participating at **Citrix Service Provider** program and at **VMware Service Provider** Program in order to provide respectively software services to end-user customers.*

Dataways Cloud Computing infrastructure

Dataways has been built the best in class Dynamic Datacenter infrastructure that is expandable without any disruption. Computing blades, Storage Resources are expanded dynamically, underlying hardware and software components are maintained and upgraded without any operation disruption. Storage system is designed



with the highest reliability in mind. Performance characteristics are also customizable to all levels (computing, storage, network).

This infrastructure consisting of :

- ✓ Multiple optical connections with IP Transit carriers
- ✓ Independent Cisco border routers with automatic standby/failover (clustered L2/L3, multi-home eBGP / iBGP)
- ✓ Cisco Firewall clusters in Active / Active mode
- ✓ IDS/IPS Monitoring system
- ✓ Cisco Nexus Datacenter switching infrastructure
- ✓ Cisco UCS Blade Computing Hardware
- ✓ NetApp clustered Scale-up/Scale-out multi-node storage system
- ✓ Disk to Disk Backup system
- ✓ Multi-hypervisor environment
- ✓ Redundant power distribution (A / B)
- ✓ Dual UPS and backup diesel generator systems
- ✓ Full controlled environmental conditioning systems
- ✓ Fire protection and fire safety
- ✓ Physical access control systems (Access Control, CCTV system)
- ✓ Alerting via SMS and email 24x7
- ✓ 24x7 infrastructure support

Dataways Dynamic Datacenter provides multi-tenancy by providing multiple virtual datacenters with dedicated cloud resources (computing, storage and network). Live Computing and storage resources migration enhancing availability and keeping very high uptime so that we are able to provide high level SLAs.

Data Site-to-Site Replication and Disaster Recovery scenarios are provided according to customer specification.

SERVICE LEVEL AGREEMENT (SLA)

We provide the following service levels:

VIRTUAL SERVER AVAILABILITY GUARANTEE

Dataways guarantees 99,99% availability of virtual servers in any given calendar month. This guarantee covers the hardware and virtualization hypervisor layers only and not the software (including but not limited to operating systems and applications) running within virtual servers.

NETWORK UPTIME GUARANTEE

Dataways guarantees 99,999% network availability in any given calendar month. The network will be deemed 'available' if Dataways border routers and switches are available and responding to Dataways monitoring tools.

LIMITATIONS AND EXEMPTIONS

The following items or situations are exempt from Dataways guarantees:

- Acts or omissions of client
- Software running within virtual servers
- Scheduled maintenance which we have announced at least 24 hours in advance
- Factors outside our control, including but not limited to any force majeure events, failures, acts or omissions of our upstream providers or failures of the internet
- Actions of third parties for which Dataways makes reasonable efforts to keep its software and systems secure and up to date
- Law enforcement activity

Physical Security of the hosted equipment in Greek Data Center

Building Security: The building's architecture has been designed in order to ensure maximum security for people, equipment and operations.

Guarding: The facilities are manned on a 24x7 basis by highly-trained security & operations staff.

CCTV: HD Digital Video Management System monitors motion detection.

Access Control: A state-of-the-art Access Control System has been installed enabling access through proximity cards.

Fire Detection: A special premature fire detection system analyzes room air through specially-installed pipes which allows for fire alarm activation 2 stages before actual flame outburst. As a result, the possibility of equipment damage and downtime are kept to a minimum.

Fire Suppression: An automatic Inergen gas-based fire suppression system - harmless to man and equipment - enables instantaneous fire suppression, ensuring electronic equipment operation with no downtime. In addition, a second (back-up) Dry-Pipe System further strengthens the facility operation against accidental fire. All areas throughout the facility are also equipped with handheld CO2 fire extinguishers.