



# The Ingeniux Software-as-Service Platform

**INGENIUX**

Content beyond boundaries

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Software-as-a-Service is the most popular option for Ingeniux software. SaaS provides the security, operations, and availability that IT requires, with the convenience and performance marketing loves.

SaaS allows you to focus on your content and web strategy, without the need to manage the underlying technology that drives those programs. SaaS delivers a fully managed CMS application, easier upgrades, professional service level agreements, and advantages in scale and performance – typically at a lower total cost of ownership than on-premise software.

However, **for content management, not all SaaS programs are the same**. A CMS is different from a CRM or ERP or other business software application commonly offered in the cloud. For starters, websites are customer facing and require a custom design, application integration, different security and management approaches and other factors.

In short, for content management SaaS is not one-size fits all. You need a SaaS platform with the flexibility to meet the custom requirements of your websites and applications, and with the management services and standards to keep your sites operating 24x7 and delivering exceptional customer experiences.

We invite you to learn more about our unique approach to managing web experience as a service, and our dedication to customer success.

# Our Approach to SaaS

Our industry-best service level agreement keeps your Ingeniux software and sites performing 24x7x365 backed by unlimited support and round the clock monitoring.

Ingeniux CMS and Cartella software-as-a-service and cloud services provide customers with a fully managed web presence and application environment. The CMS application and website are hosted in the Ingeniux cloud using virtual servers on a redundant array of compute nodes providing robust computing power and room to scale. Each customer has a dedicated environment for its Ingeniux CMS application, providing the ability to define the network configuration needed to meet business, security and compliance requirements.

The Ingeniux approach gives you the ability to focus on what is important to you instead of the hardware or software. All operating

system and application updates are handled by the Ingeniux SaaS team. They are also on hand to scale your environment to integrate with external systems and databases to provide a seamless web presence for your organization.

Our industry-leading software-as-a-service goes beyond traditional hosting by providing complete application management, change management, performance management, and application optimization by a team of Ingeniux software experts. Ingeniux CMS is the first content management solution to bring together the flexibility of the cloud with the security, performance, and control that enterprises demand.

# What We Provide

The Ingeniux Cloud is a fully managed enterprise cloud network that is physically and logically separate, so all resources are dedicated solely to Ingeniux SaaS.

Each customer has their own fully managed, virtual hosting environment providing a full-service web content management platform and collaboration and community platform (Cartella).

There are three deployment models:

## Dedicated CMS and deployment environment

In a dedicated environment, the customer has all of the computing resources on the CMS and deployment servers fully dedicated to them. This allows websites that require extra processing power or with custom integrations the power and isolation they need.

Dedicated is also the environment required if any third-party software is needed to complete the customer web presence. If you are deploying secure applications such

as collaboration or a community portal, a customer support portal or intranet, a dedicated deployment model is the best approach. If security is a primary requirement, then this is the deployment model for you.

## Shared Deployment environment

In a shared deployment environment, the customer still has a dedicated CMS, but the customer's websites or web applications are deployed on a cluster of load-balanced servers shared by other customers. The shared servers are scaled to provide an abundance of power for the websites hosted on them. This model spreads both the computing resources as well as the costs across all customers. This deployment model works well for public websites.

# Azure Compute environment

Microsoft Azure provides an open and flexible IaaS (Infrastructure-as-a-Service) platform for hosting websites and web applications. You can run the Ingeniux CMS in this public cloud environment.

With centers around the world, Azure provides an environment that works well for global companies that require a local web presence in particular countries or regions. It also can auto-scale, so if you expect traffic to increase significantly and often without warning, this may be the approach for you to ensure your website/application is ready for the load.

# How We Deliver

Ingeniux provides 24/7 managed hosting services delivered on a virtual server framework.

## The Hosting Environment

The Ingeniux hosting environment is provisioned through SSAE 16 compliant cloud hosting and managed hosting providers. On top of this framework, Ingeniux provides services for provisioning, configuring, managing and monitoring the Ingeniux application environments.

Ingeniux managed hosting services layer on top of Ingeniux Support and Maintenance to include infrastructure and OS-level maintenance, application-level software patches and upgrades, and data back-up. Our 24 x 7 monitoring alerts our Engineers to any issues related to performance or computing resources that may impact customer websites, including intrusion detection. This approach allows us to resolve issues in real time proactively. Our critical care support for server-related outages extends around the clock. An Ingeniux professional is available anytime,

day and night to support your website delivery and uptime.

## Easy Migration and Upgrades

It is easy to move your existing Ingeniux software and websites into the Ingeniux Cloud. Ingeniux can provide services for migrating the customer's current website into the Ingeniux hosting environment and configuring the Ingeniux software, publishing and replication processes, and other hosting environment requirements.

When it comes to upgrades, Ingeniux provides every customer a dedicated User Acceptance Testing (UAT) environment with your site fully configured by an Ingeniux professional. You can test the new version of the software and your published websites before accepting the upgrade and launching in production. You control the upgrade process and schedule.



## Backups

Ingeniux has a 28-day retention policy achieved through a combination of weekly full back-ups and incremental daily back-ups. These are external quick-access backups that are offloaded to an independent SAN storage repository each day. Ingeniux can modify this base back-up strategy to meet the retention policy needs of any customer on an individual basis. The retention policy is enhanced by the fail-over imaging discussed below.

## Hybrid Cloud deployments

Ingeniux is CDN agnostic so assets and cloud-based content may be drawn into any Ingeniux website deployment model. Ingeniux has the implementation expertise to architect the ideal solution to meet performance expectations as well as maintain the functional integrity of customer websites by blending Private and Public cloud resources. This allows for boosts in performance and page load while also ensuring key content and scripts will deliver the desired presentation consistently, regardless of region.

# Security and Compliance

Ingeniux can meet PCI and HIPPA compliant measures as requested by the customer.

Ingeniux employees involved with customer environment development, deployments, and site support and maintenance receive online security awareness training.

## DDoS (distributed denial of service)

DDoS is a specific type of DOS-attack. With DDoS multiple systems are compromised and used to target a system (in this case, the Ingeniux Cloud or a particular customer environment) and make it unavailable. According to Arbor Networks, there are 2000 DDoS attacks observed worldwide daily.

If you choose to host your Ingeniux CMS on Azure, Azure has DDoS protection. If you use the Ingeniux Cloud, our Data Centers have partnered with several of the top providers in the industry for DDoS protection. We use technologies from both Arbor Networks and Radware to form the mitigation component.

Arbor software is used for anomaly and attack detection, using three separate methods to gather traffic data from our edge routers at each data center. The traffic is analyzed in real-time and matched against a database of attack footprints and general baselines based on traffic type. Databases are updated the instant Arbor discovers new vectors.

Should any server be suspected under attack by the Arbor platform, all traffic is routed to flow through the Radware scrubbing center.

As traffic flows through the scrubbing center, packets are initially analyzed at a deeper level to quickly discern the difference between legitimate and malicious traffic. Rulesets are dynamically built to drop unwanted packets from reaching the target. At that point, mitigation mechanisms are invoked to defend against the attack including signature and behavior blocking policies, active DNS query analysis, and SYN flood protection.

Active security team engagement occurs throughout this process to verify any issue is addressed promptly and resolved with minimal impact on network performance.

## Intrusion Detection

Ingeniux uses the Cisco firewalls with FirePOWER services for active threat protection. FirePOWER services consolidate multiple security layers in a single platform providing comprehensive visibility into activity on the network. The Ingeniux security team can monitor and control devices, communication between virtual machines, vulnerabilities, threats, client-side applications, files, and websites in real-time.

## PEN Testing

We welcome our customers to conduct independent PEN (penetration) testing to validate the environment meets their ongoing security expectations. We ask that you provide notice that you will be carrying out the tests so any alerts that may be triggered in the environment do not result in Ingeniux Engineers disabling access or taking other measures that would negatively affect site access or the successful completion of the test.

# Data Centers

The Ingeniux Cloud delivers services from top-tier facilities including:

- Chicago, IL
- Phoenix, AZ
- Edmonton, AB
- Microsoft Azure

Each data center exceeds Tier III standards as assigned by the UpTime Institute.

# Managed Disaster Recovery and Failover

Ingeniux offers geographically redundant networks with failover and disaster recovery services.

Your CMS application can be imaged daily and transferred to a geographically dispersed Data Center to meet disaster recovery and business continuity needs. Dedicated deployment servers can also be imaged and configured in an always-on state, so failing-over is just a DNS change away.

Ingeniux also provides emergency fail-over service for all live customer websites in the Ingeniux Cloud shared deployment environments as part of its standard service level. Full virtual machine images from the production environment are transferred to the fail-over environment each day and are ready for use in the event the primary hosting environment is unavailable due to a catastrophic event.

In the event of an outage, the customer may switch DNS to direct traffic to the Dynamic Site Server (DSS) in the Ingeniux fail-over environment, which is always-on and ready to receive traffic. For extended downtime periods, customers who elect to have fail-over CMS service can request the fail-over CMS instance to be brought online with the latest image of the CMS machine.

Ingeniux can coordinate testing for the fail-over environment as frequently as quarterly to ensure the process will go smoothly if an event occurs requiring activation of the full environment.

# Service Level Guarantee

Ingeniux uses commercially reasonable efforts to maintain 100% Service Availability, which means that server hardware and network connectivity downtime will not exceed 5 minutes per month. This does not include downtime due to Scheduled Maintenance or to customer enabled faults.

## Get More Information About the Ingeniux Cloud

This guide is designed to provide an overview of the Ingeniux Cloud. It is not an exhaustive review of all services and capabilities, but is intended to give you an solid understanding of how your website(s) are managed.

As a leading provider of managed content management and collaboration solutions, Ingeniux works hard to ensure each customer has the environment they need, customized to their specific requirements.

We look forward to discussing your requirements further.

## About Ingeniux

Ingeniux is the leading provider of web content management and digital experience software. We enable organizations to orchestrate the entire customer experience from acquisition through to sales to support and service, across any device, application, or website.

We build content management software with an unparalleled focus on the content itself. The Ingeniux CMS is designed to manage and deliver modern websites, customer support portals, online communities, and other customer touchpoints.

We believe in intelligent “structured” content. We design our software to enable content reuse, enable true mobile and multi-channel content delivery, and insightful content discovery. Our unique content-as-a-service capabilities deliver content into web and mobile applications, and other key channels.

Ingeniux software is available as a fully managed software service or an on premise application. Ingeniux delivers unparalleled service and support to customers worldwide.

To learn more, visit us at <http://www.ingeniux.com>.

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