



**Presensoft Inc.**  
**Data Storage, Backup and Monitoring**

Related to IM Hosting Service



## **Data Storage**

### Product Architecture

IM Policy Manager was developed so that data is stored on a local machine (desktop), and only purged from the local machine after it is successfully transferred to the hosting server for future review. There is no "single point of failure" in our product architecture with respect to server availability. If the Presensoft server becomes unavailable, the data remains on the desktop until the server comes back on line.

### Compliance

Once received, IM data is saved on a SQL server in our secure hosted facility detailed below. In addition, the database is audited for activity including purge settings as well as record activity regarding the database itself, including frequency of reporting. Presensoft stored customer data for up to seven (7) years or more from entry into our system.

At any time customer may export data to be burned locally to CD in WORM format, or export IM data on a scheduled basis to our WORM email storage facility. In addition, auditors may be given access to our live customer data with approval from our customer.

### Accuracy

The IM Policy Manager product is designed to provide self updating client technology, which automatically updates the client desktop when upgrades become available to work with newer versions of Instant Messaging. It is always important to contact Presensoft before installing or upgrading to new versions of your desktop IM software. Presensoft works with most major IM clients, but not every IM client; it is best to discuss which IM clients you use.



## **Backup and Monitoring**

### Hosting Facility

Presensoft's Hosted Services Facility is located inside the recognized Infomart telecom hotel, a private, Tier III, N+1 facility near downtown Dallas, TX. Infomart is also home to data centers belonging to MCI, Level 3, Equinix, Verio, Switch & Data, Verizon, Telefonica and Via West. It sits on three redundant TXU electrical grids, delivering diverse power to each quadrant of the building, with five on-site 100-ton water chillers meeting N+1 cooling requirements.

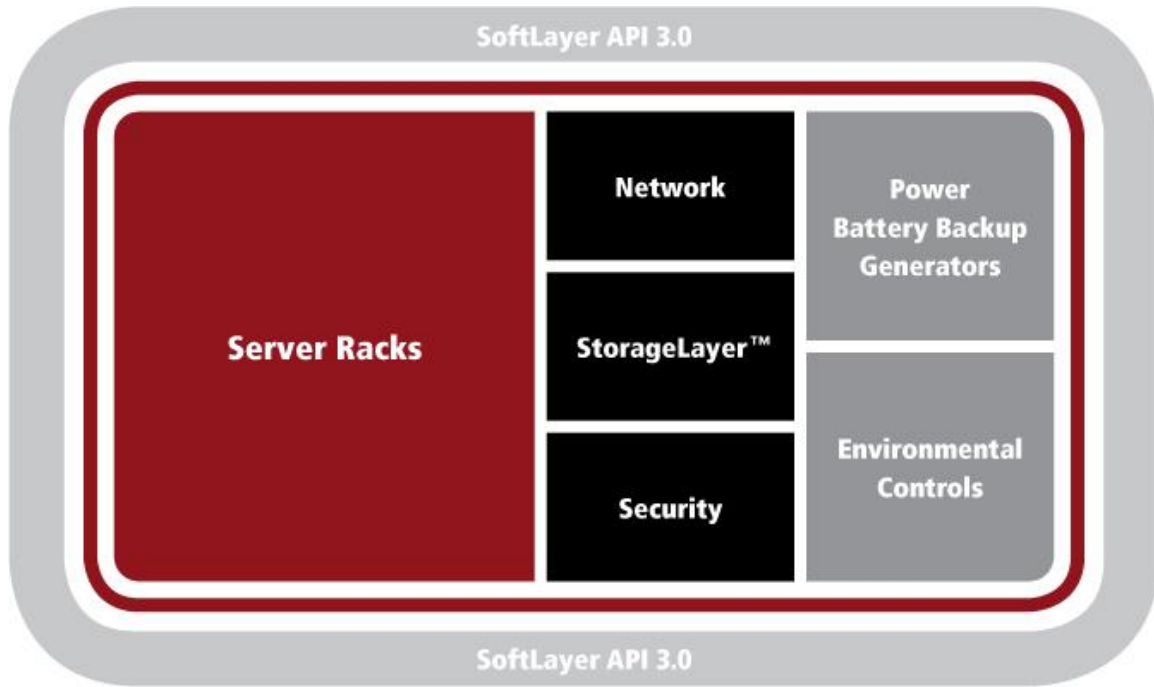
### **Redundant, Best-in-Class Infrastructure**

The Presensoft data centers maintain multiple power feeds, fiber links, dedicated generators, and battery backup. They are built from industry-leading hardware and equipment, ensuring the highest level of performance, reliability, and interoperability.

- 6000 amps 480v input power
- 6 x 750 kVA UPS battery backup units
- 3 x 2 mW diesel generators with on-site fuel storage
- Redundant Liebert 30-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

Presensoft's data centers are SAS 70 Type II Certified, meeting industry-recognized requirements for security and reliability. The exhaustive, third-party certification assessment included extensive testing of the control objectives and activities at our data center facilities, including oversight by executive management, operations and customer service, development and information technology organization, human resources policies and procedures, and risk assessment monitoring.

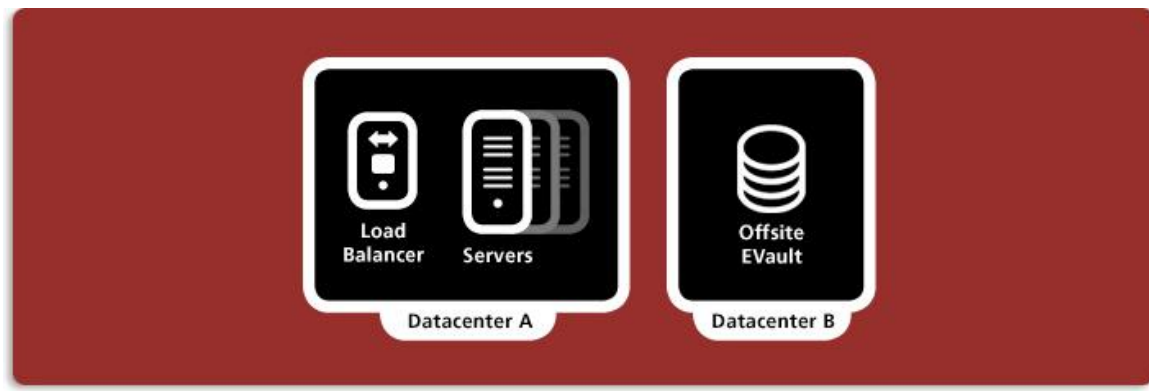
Additionally, our hosting service provider is self-certified with the U.S. Department of Commerce's U.S.-European Union (EU) Safe Harbor framework, verifying that it meets the EU's adequacy standard for data and privacy protection. Self-certification and participation in the Safe Harbor framework is entirely voluntary.



### Backup Process

Presensoft's backup schedule is as follows.

- Daily, Off-site Evault Backup
- Quarterly Backup Recovery Testing



### Monitoring Plan

The Presensoft network is monitored 24/7 by a team of trained IT professionals. Alerts are sent instantly regarding any undesired change in the Presensoft network.



## Summary

Should you have any questions regarding the Presensoft service please contact our support department at [support@presensoft.com](mailto:support@presensoft.com) to share you thought and/or concerns.

Presensoft is committed to providing reliable software and support services.

Regards,

A handwritten signature in black ink, appearing to read "D. Pulaski".

David Pulaski, CEO  
Presensoft Inc.  
[david.pulaski@presensoft.com](mailto:david.pulaski@presensoft.com)