Alpha Tracker®

Backup, Disaster Recovery, Business Continuity, Security

Datacentres

The Alpha Tracker system is hosted in Amazon AWS datacentres (unless otherwise agreed with the client).

The datacentres are based in London, UK (for UK-based clients), or Sydney, Australia (for Australian and New Zealand customers).

Servers

The typical setup is that application servers are separate to database, document & file servers.

Clients may have a single application server, or multiple (behind load balancers), depending on load.

Backups

An automated nightly snapshot is taken of all servers. Snapshots are retained for 14 days.

The SQL databases for each client are also backed up automatically via Amazon AWS snapshot and also by an alternative mechanism. The alternative mechanism stores the database backup in a secure S3 bucket. SQL backups are stored for 365 days.

All backup processes are automated and continuously monitored so that failures are immediately logged and investigated.

Backups are stored in separate availability zones to live data. See AWS Backup

Trial Restores

All database backups are manually checked monthly (for size/date) with trial restores undertaken for a random selection of databases.

Security

The Alpha Tracker® developer, Start Software, is ISO27001 certified.

All assets involved in development, testing and production services are controlled and on an inventory. We use a range of software and hardware tools to protect these assets including firewalls (software & hardware), anti-virus/anti-malware, anti-ransomware, continuing monitoring.

All assets are subject to a controlled and managed programme of patching and upgrade. We subscribe to a number of industry security sources in order to be advised of known threats as they emerge.

As part of Start Software's ISO9001 accreditation, there is a process for response to significant security concerns and incidents. This process defines activities, roles and responsibilities as well as a clear plan of action.

We regularly test our systems (in all respects) for vulnerabilities. This includes, for example, penetration testing of each Alpha Tracker® release. This penetration testing is a combination of automated tool and human (security consultancy) testing.

Service Levels

Our target response time for a total service failure is 2 hours. This is our normal service level for high priority support tickets.

Breaking this down:

- Our mean time to acknowledge is 15 minutes. This includes out-of-hours incidents.
- Our mean time to recovery is 45 minutes. This relates to the time before a failed system is available again. This is also known as the recovery time objective (RTO).
- Our mean time to resolve (including any remedial actions required as a result of the failure) is 4 hours.
- We have never experienced a server failure where the only recourse to recover from nightly backup. If this *was* ever experienced, the mean recovery point objective (RPO) could be 12 hours (as it would be 24 hours maximum).

Our other support response times (applicable 24x7x365) are:

- 4 hours for normal priority tickets
- 8 hours for low priority.

Contact Information

UK: alpha-tracker.co.uk

Australia/New Zealand: alpha-tracker.com.au