



DFi's TECHNICAL ENVIRONMENT

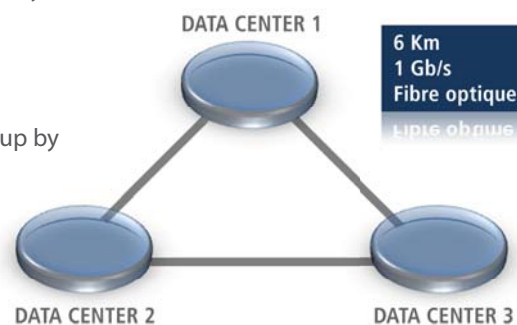
DFi exploits its services in Geneva in 3 Data Centers, situated more than 6 km from one another and in an entirely secure environment that allows DFi to guarantee the hosting of all important applications.

Infrastructure security elements

- Equipment in private rooms, accessible only to persons authorized by DFi and identified visually and by biometrical prints
- Video surveillance 24/7, 365 days
- Smoke and fire detector system
- Stabilized double electrical network, without power cuts, backed up by batteries and generators allowing several days of autonomy
- Air conditioning system.

Network security elements

- Cable system using different paths between components
No Single Point of Failure on the backbone
- Network access through numerous BGP connections. Private peering with Swisscom
- Cluster servers with high availability with power supply and redundant ventilation. IBM BLADE CENTER and boot from SAN technology
- Data storage via fiber optics guaranteed by SAN or NAS technology. (2 SAN)
- Daily backups and data integrity
- Surveillance and reestablishment of services 24/7, 365 days
- Guarantee and SLA on most DFi services.



Security management

- 2x redundant firewalls active/active
- 2x Intrusion Detection System
- Traffic monitoring : Netflow
- Monitoring : nagios with unique console Network + Host.

SLA	PRIVATE SERVER	DEDICATED SERVER	NETWORK AND INTERNET ACCESS
Typical availability of service	>99.9%	>99.9%	>99.999%
Service management	Proactive 365 x 24	Proactive 365 x 24	Proactive 365 x 24
Service repair	365 x 24	365 x 24	365 x 24
Equipment failure	4hrs	4hrs	n/a
Standard customer support	Mon–Thu 8h30 -18h Fri 8h30 – 17h30	Mon–Thu 8h30 -18h Fri 8h30 – 17h30	Mon–Thu 8h30 -18h Fri 8h30 – 17h30
Extended customer support	24x7	24x7	24x7