

# Cloudia.Pro

## Security and reliability

### General provisions

Cloudia company ensures that all organizational and technical procedures that support high availability of cloud services and data security will be provided to the customer in appropriate way according to the local laws and business requirements. All Cloudia.Pro services are provided in accordance to own information security and data storage reliability policies. General description of the policies is specified below.

### Data Access Security

1. Access to management portal (Cloudia Management Portal, CMP):

- carried out over a secure network protocol https;
- the reliability of the network certificate has confirmed by authorized certification authority Verisign;
- 128 bit key length is using to encrypt the connection;
- authentication is using login and password that is set in accordance with the principles of high password security and stored in hashed form;
- user password is changing regularly. This process initiates by system automatically.

2. Access to cloud services:

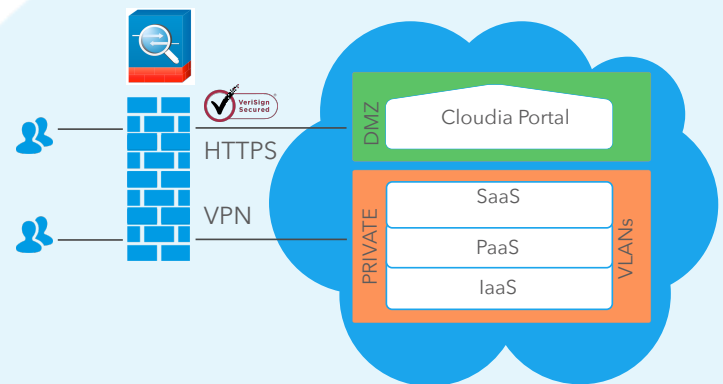
- is performed through the secure virtual private network (VPN);
- client receives a private subnet for all his services;
- private subnet provides full confidentiality and client services insulation in the public cloud.

3. Protection from external attacks:

- Ensures by hardware firewall (Cisco) that helps to divide an external and internal network areas from each other.

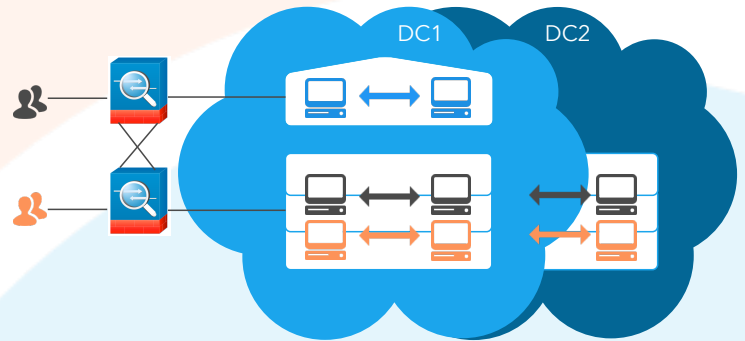
4. Additional protection (optional):

- Personal firewall settings for customer services



## Ensuring the reliability of cloud services

1. Cloudia company collaborates with local data centers which have Tier 3 and 4 level. That guarantee hardware reliability and compliance with the law.
2. Data storage reliability has realized by double or triple mirroring disk system.
3. Reliability of cloud functional and customer services ensured by virtual environments based on both cluster architecture and duplication of hardware and network infrastructure.
4. Regular backups of data within the data center lead to minimize the risk of cloud service failure. Backups allow to restore the data at a point in time.
5. Additional features:
  - Transferring cloud services between different data centers;
  - Disaster recovery architecture to combine different and distributed data centers.



## About company

The company was founded in 2014  
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