

### Data Center Specifications

The NetFileManager ASP service operates out of the Carrier Class facility operated by First National Technology Solutions (FNTS). This facility offers the very best in security, redundancy, and connectivity.

First National Technical Solutions operates next generation data centers and co-location facilities that are uniquely engineered to provide a secure environment in which NetFileManager users can house their mission critical digital information.

#### Facility

The FNTS technical team's experience in the design and development of world-class data centers is the reason behind their strict adherence to physical plant characteristics in the data centers including:

- Fortress environment. Steel and concrete exteriors built to withstand a force 5 tornado and other natural disasters.
- Raised floors and Liebert HVAC ensure free flowing cooling and provide environmental controls to maintain ideal operating conditions.
- Smoke and leak detection and water-free, automated fire suppression systems.
- Liebert uninterruptible power system (UPS) purifies electricity to prevent and provide instantaneous backup.
- Autonomous fuel-cell electrical generation: FNTS generates power on-site.
- Redundant power utility connections - two distinct points of connection on two separate circuits

#### Connectivity

Key connectivity issues as they pertain to FNTS' data centers are:

- Redundant, multi-homed connectivity. AT&T, UUNet and Global Crossing deliver fiber optics to First National Technical Solutions from distinctly separate points of entry. If one carrier experiences problems, traffic is re-routed instantaneously to alternate carriers.
- Three distinct DS-3 trunks provide failover connections.

#### Security

Security of our data center environment should meet and exceed the security standards you should insist upon for the protection of your digital information. First National Technical Solutions takes security to a new level, highlights include:

- Secured facility access through multiple checkpoints and systems.
- Closed-circuit video surveillance of corridors and data center.
- 24/7/365 operations support and security.
- Leading-edge firewall and intrusion detection technologies
- Biometric iris-scan security systems and 'man-traps' at entrances to raised floor rooms

**In the event of major problems (system crash, lost data, etc.), what procedures do you have in place for disaster recovery? Describe your application's backup and recovery procedures.**

All data is backed up to CDs and can be reloaded any time needed anywhere needed. Also, our system provides complete offline access to information via CD backups. See Archive tutorial.

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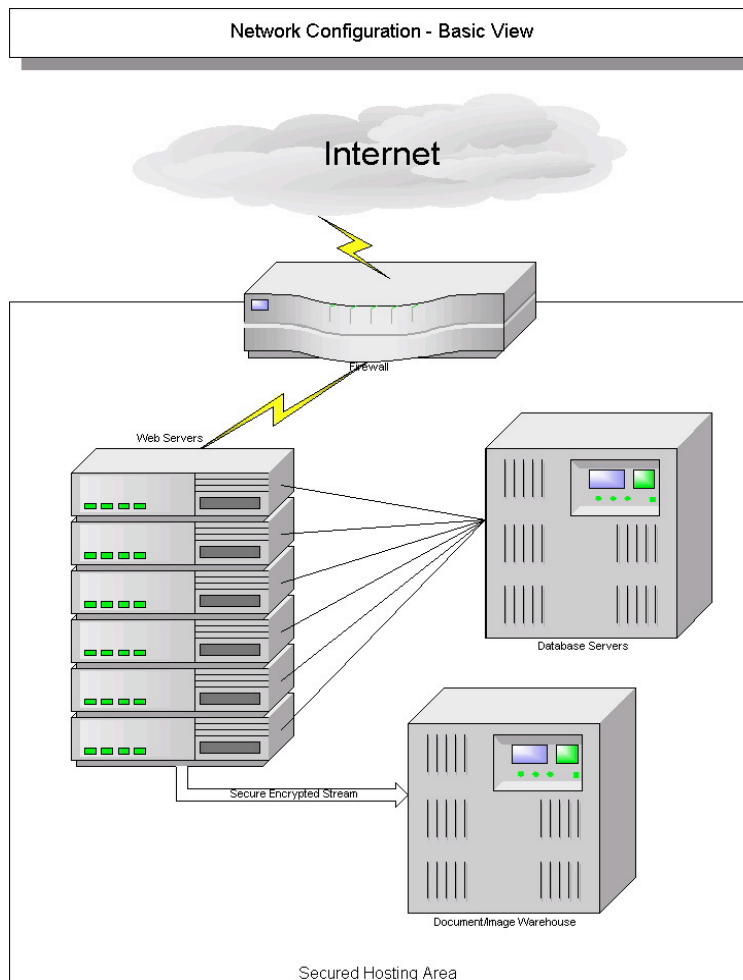
**Provide a detailed description of the application architecture (e.g. programming languages, operating systems, database management systems, etc.).**

NetFileManager is a Windows based product developed in ASP (application server pages) and XML. NetFileManager uses Microsoft Internet Information Server to provide access to file and document information. The database is MS SQL Server 2000, SP2.

**Describe the application's supporting infrastructure and provide an infrastructure diagram (e.g. web servers, application servers, database servers, etc.).**

The NetFileManager network infrastructure combines world-class speed and security to meet the demands of today, with flexibility to address tomorrow's needs.

Our servers are connected to the Internet using FNTS' (<http://www.fntsinc.com/>) gigabit backbone. Intrusion protection and VPN (Virtual Private Network) connections are facilitated by an industry-leading firewall technology, while storage is handled by fast NAS (Network Attached Storage) devices. Servers are provided by Dell (<http://www.dell.com>) and include Ultra SCSI-3 local storage and gigabit Ethernet connections for immediate network response.



**Describe any redundancy or load balancing strategies that are in place.**

We perform a SPOF (single point of failure) analysis on equipment and network prior to deployment. All systems are setup with redundant hardware and the facilities are setup with redundant power, network and backup systems. Servers have RAID, backup failover server, redundant power, redundant networks, circuits, etc.