

**ICAEW / Baker Tilly**

**Hosting Service Review**

**Perceptive Online Limited**

**Hosted Application Platform**



**Date review completed: September 2009**

**Signed: Baker Tilly Tax and Accounting Limited**



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## 1 Summary

### 1.1 Introduction

This report is produced under the Hosting Service Review Service run by Baker Tilly Tax and Accounting Limited in conjunction with the Institute of Chartered Accountants in England & Wales (ICAEW).

The suitability of hosted processing for any company or business will always be dependent upon that organisation's individual requirements. These requirements should therefore always be fully considered before any contracts or agreements to obtain hosting services are entered into.

This questionnaire concentrates upon identifying and verifying the details of hosting services provided by a supplier. It does not address the risks and controls relating to the actual application or process that is being hosted on behalf of a customer.

### 1.2 Fundamentally, hosting services should:

- Be capable of providing the service that the customer requires;
- Provide facilities to ensure the discrete security and confidentiality of processing operations:
- Be effectively supported and maintained;
- Provide facilities to ensure continued processing in the event of systems loss;
- Be available for use by the customer in accordance with agreed terms; and
- Provide satisfactory responses times to the customer in accordance with agreed terms and service levels.

It is also desirable that hosting services should:

- Be provided by reputable suppliers;
- Provide a user friendly initial interface to users accessing their applications;
- Provide appropriate back-up facilities;
- Provide appropriate management information to the customer;
- Provide scaleable support and assistance for customers; and
- Be scaleable and flexible to meet changing customer needs.

The perceived quality of the hosting firm should always be considered at the onset.

In addition, particular attention should be paid to the physical location of the serviced processing environment and hence which regulatory requirements must be complied with. It is also advisable that appropriate support and training in accessing the environment be available when the hosting service is initially used.

## 2 Approach to Review

### 2.1 Objective

To review Perceptive Online Limited against a set of criteria developed by Baker Tilly and the ICAEW in order to satisfy the reviewer that the hosting environment appears to meet the requirements of acceptable hosting services, as laid down in the summary.

### 2.2 Approach and work performed

In order to carry out the review of Perceptive Online Limited, an experienced specialist from the company completed the detailed questionnaire and provided it to the reviewer to examine. The reviewer then visited Perceptive Online Limited in Newbury, Berkshire. The various aspects and functions of the hosting service were discussed with their technical staff and the questionnaire answers were checked to confirm their validity. To do this, the questions were individually reviewed and commented upon and wherever possible, the assessments were confirmed through demonstration using a working model or test environment. Other evidence was also obtained as necessary, for example case studies, policy documents and so on.

The reviewer discussed the assessments with members of the sales and technical team at Perceptive Online Limited in order to clarify certain points. Where there was any disagreement between Perceptive Online Limited and the reviewer, the reviewer's decision was taken as final and the response changed accordingly.

The staff interviewed were as follows:

- Gary Richings, Business Development Manager;
- Chris Branch, Technical Services Manager; and
- Brian Parnham, Managing Director.

The review covered the following areas:

- Security;
- Logging;
- Back-up, redundancy, contingency and continuity;
- Service levels and KPIs;
- Processing environment;
- User documentation and help;
- Supplier credentials;
- Support, training and maintenance; and
- Contracts and payment.

Upon completion of the review, the agreed responses were inserted by the reviewer and a draft copy sent for internal Baker Tilly review before completion and confirmation of the final report.

This report remains valid for 3 years from the approval date unless significant operational and service changes are introduced by Perceptive On-line in the meantime.

### 2.3 Software/hardware utilised

No software tools were employed for the review. Where applicable, the review was carried out through interview, observations, review of technical arrangements and review of relevant documents.

### 2.4 Report structure

The report has been broken down into its main constituents in the contents page. The review questionnaire was developed by Baker Tilly IT Advisory Services in association with the ICAEW.

## 3 **Matters for a Potential Customer to Consider**

### 3.1 General overview

Perceptive Online Limited was founded in 2003. It has a current turnover of approximately £500,000 and is on target for a planned turnover of £750,000 in the coming year. The company has been a Microsoft Gold Certified Partner (Hosted Solutions Accreditation) since May 2008. It is also a member of the Federation for Small Businesses.

The company specialises in managed outsourced applications in the Software as a Service (SaaS) and Managed Server Provision (MSP) environments. Their stated goal is to enable businesses to focus upon business rather than IT. The company aims to manage the applications, servers and technology infrastructure on behalf of its customers, who can devote more resources to their core business activities as fewer are consumed by IT projects. Perceptive have stated that they place their emphasis upon excellent service and high levels of performance, availability and resilience.

The company delivers its customers' applications and data over the internet, automatically backing data up and regularly refreshing applications with the latest software releases.

Perceptive believes that the availability of high performance internet connection technologies, the changing landscape of desktops and applications and the general move towards mobile working will continue to drive increasing numbers of organisations to remotely host their

applications, business critical tools and content with specialists who can manage them on their behalf.

It is perceived that the benefits of using these hosted services for customers are as follows:

- Reduced capital investment;
- Reduced IT overheads;
- Reduced development and implementation costs;
- Improved focus upon company and service development, rather than IT development:
- Guaranteed system availability (through an SLA);
- Real-time access from multiple locations;
- Managed up-grades and security patches;
- Reduced risk of systems loss;
- High levels of systems security; and
- Access to technical experts.

In addition, the company also provides a wide range of connection types suitable for business uses such as connecting a worker from home or linking up sites. Their business only solutions include ADSL, SDSL, leased lines, Ethernet and other private point to point services. These connectivity solutions are designed to offer speed, reliability, flexibility and scalability.

### 3.2 Supplier background

The company was founded in 2003 by the current Managing Director and Chairman. They saw an opportunity to provide managed IT services to businesses and place the emphasis upon client service.

The company is managed by Brian Parnham, who has considerable experience of providing hosted solutions and has a background in ISP and IT companies.

There are currently 9 full-time staff (including the Chairman). Of these, 4 support full-time technical operations and development.

The company currently runs in excess of 170 servers for its customers.

The range of services offered by the company is detailed at their website at [www.perceptive-online.com](http://www.perceptive-online.com).

### 3.3 Location of hosting service

The company is based in the United Kingdom. It has a site in Newbury, Berkshire and a secondary site at Telford in Shropshire.

### 3.4 Suitability for your type of organisation

The services offered are not industry or business specific. They are considered to be suitable for all sectors, streams and segments. There are no current restrictions on the type and size of hosted applications. Applications that are currently hosted for clients include Finance, Human Resources, Fuel Card Management and Document Management.

Current clients include accounting firms, pharmaceutical companies, marketing companies and software development companies amongst others.

### 3.5 Hosting options

The current range of solutions includes the following:

- Managed servers;
- Hosted servers;
- Shared web space;
- Hosted e-mail; and
- Virtual servers.

The managed service provides dedicated servers to customers: these are normally housed at Perceptive Online.

The hosted service allows customers to 'rent' a percentage of a shared server that is housed at Perceptive Online.

Shared web space allows customers to have their website hosted on a secure server, which is maintained and monitored by Perceptive Online.

The company can host a specific application that have been developed by customers and also offers customers access to the following products and platforms:

- Blackberry;
- Windows Mobile;
- Microsoft SharePoint;
- Microsoft Exchange (2003 and 2007);
- Microsoft Dynamics CRM; and
- Ivici Financial Accounting and Supply Chain Management.

### 3.6 Typical implementation / set-up

There is no typical implementation. Each implementation is bespoke for the customer and confirmed in the contractual arrangements. However, Perceptive On-line Limited maintains minimum standards for the hosted and managed services offered.

These include the following:

- Log-ons based upon Microsoft minimum security standards;
- Routine back-ups for all systems and data;
- Retention of activity logs for 28 days as a minimum;
- Standard server builds to provide security and efficiency;
- Base level Service Level Agreements; and
- Base level contracts and payment terms.

### 3.7 Software and hardware specifications

The hardware used by Perceptive Online will be specific to customer requirements and the solutions being implemented. The chosen server hardware is Dell and this is configured to a standard build.

It should be stressed that software and hardware specifications will vary on a customer to customer basis.

Perceptive Online use PA Server Monitor to monitor and control the hosted systems.

Examples of the software specifications used by the company are as follows:

- Microsoft Exchange Server 2007;
- Microsoft Dynamics CRM 4.0;
- Microsoft SharePoint 3.0;
- BlackBerry Enterprise Server V4.1;
- Microsoft SQL Server 2005 and 2008;
- Microsoft Windows SBS Server 2003 and 2008;
- Microsoft Office 2007; and
- Virtual servers utilising VMware or Hyper-V.

### 3.8 Support, training and maintenance options

Support is provided directly by Perceptive Online. Standard support is available from 08:00 to 18:00 on weekdays. 24 hour support is available subject to contract and additional costs

Perceptive Online set minimum service standards which can then be enhanced in agreement with the customer.

Maintenance of the hardware environment is carried out on an on-going basis. There is an on-going process to receive and test all patches, changes and up-grades before applying them. Examples include operating system up-grades, database up-grades, security patches etc.



Training to customers is not supplied as a matter of course but guides and crib sheets on key topics are available to customers.

### 3.9 Partner network and related accreditation

The company has had Microsoft Gold Certified Partner status since May 2008. It is also pending Microsoft Small Business Specialist accreditation.

There is no Value Added Reseller (VAR) network.

### 3.10 Contractual terms

Typically, customers sign up for a minimum one year contract. After a year, the contracts can be terminated with 3 months notice.

### 3.11 Pricing

Pricing is based upon a number of key elements depending upon the services signed up for and used. Examples of the cost elements are as follows:

- Activation fees (one-off at the start of the service);
- User fees (these vary upon the number of users accessing the service or product);
- Server fees (these vary depending upon the number of servers used, the number of ports taken etc);
- Web space fees (these vary depending upon the amount of space taken);
- Domain name registration charges;
- Secure certificates charges;
- Connectivity fees ( these vary depending upon the line speed);
- Service and support charges (these vary depending upon the services performed and the amount of time required to perform them); and
- Out of hours cover fees.

It should be noted that not all the costs listed above will be applicable to all clients and nor is it an exhaustive list of charges. The full costs for a client cannot be calculated properly until the client has chosen a package of services.

There is a choice of methods but payments must be at least monthly in advance. The method and type of payment can also have an impact upon charges in some instances. For example, paying an annual fee will offer a discount over paying monthly in most instances.

A full products and services price list is available from Perceptive On-line Limited. This details all the various options and the features and facilities that are included irrespective of the user service selected. It has not been attached here for reasons of space but is available from Perceptive upon request.

### 3.12 Limitations and exclusions

It should be noted that disaster recovery is not the core business of Perceptive Online. They will help with plans and the provision of alternative sites and hardware but they do not provide a bespoke disaster recovery service. However, disaster recovery is to some extent inherent given the nature of the services offered. Perceptive Online can provide input to the disaster recovery planning of customers as required.

## 4 **Review Conclusion**

There were no areas in the evaluation that gave cause for concern. Perceptive Online Limited offers a mixed range of flexible services that offer specific solutions to those companies who have specific needs, be they service, cost or functionality. They have had Microsoft Gold Certified Partner status since May 2008 and this provides a good guarantee of quality and service. It is also pending Microsoft Small Business Specialist accreditation. The company is also considering gaining ISO9001 accreditation but this has not yet been applied for or received.

### **Disclaimer**

*Baker Tilly Tax and Accounting Limited (Baker Tilly) has reviewed Perceptive Online Limited under the terms of the ICAEW Hosting Review Service. Purchasers should ensure that the hosted service, its security features and related support meet their own specific requirements, as neither Baker Tilly, nor the Institute of Chartered Accountants in England & Wales (ICAEW) will be liable for any damage whatsoever, incurred by any person, occasioned by the use of the Service, or any related products or services howsoever caused.*

*This report remains valid for 3 years from the approval date unless significant operational and service changes are introduced by Perceptive On-line in the meantime. The continuing validity of the contents should be therefore be checked before entering into any contracts or agreements to obtain hosting services.*

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 5 Security

Please note that these questions relate to how the customer accesses the hosting environment, rather than how they access specific hosted applications

5.1	What security features are included to control user access to the hosting environment?	User name and password with complexity security compliance	<p>Confirmed.</p> <p>To access the Perceptive Online environment, a user needs to know and have the specific URL that directs customers to the correct site.</p> <p>All users have to log in with an individual user name and password.</p> <p>Once they have accessed the Perceptive environment, users will then have to provide passwords to access the hosted applications</p>
5.2	Does the hosting service provide facilities so that individual users can only see and access those functions they are authorised by the customer to access or is this application specific?	Application specific	<p>Confirmed</p> <p>Once users have accessed the environment, application level security controls access.</p>
5.3	Does the hosting environment allow for each user accessing the environment to have separate and unique log-ons via a unique User-ID?	User name and password with complexity security compliance	<p>Confirmed</p> <p>Sign-on names are also linked to unique e-mail addresses</p> <p>Security fobs can be supported if required.</p>
5.4	If 'No' to Q 5.3, how does the software track and control individual user activity?	N/A	N/A

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
5.5	Is access to the hosting environment controlled by password, token or some similar device?	User name and password with complexity security compliance	Confirmed
5.6	If 'No' to Q 5.5, please state how access to the hosting environment is controlled?  Is this application specific?	N/A	N/A
5.7	Are passwords held in an encrypted table, i.e. it is impossible for anyone at the hosting services firm to see customer passwords by looking at any internal password table?	Yes	Confirmed
5.8	Are passwords automatically masked when entered by any user logging in?	Yes – at both the perimeter and then the application level	Confirmed
5.9	Are password complexity options available to customers?	Must comply with Microsoft security complexity standards	Confirmed  The service works to the following password rules: <ul style="list-style-type: none"> <li>▪ Minimum seven character password</li> <li>▪ One capital letter</li> <li>▪ One alpha-numeric</li> </ul> Application level password rules also apply. These are set and enforced by the majority of customers.
5.10	If 'Yes' to Q 5.9, please specify the required / recommended options for customers e.g. number of required digits, requirement for special characters, alpha / numeric options, maximum age, maximum and minimum length, degree of change required, etc.	Microsoft password complexity.  At least 7 characters, 1 Capital and 1 alpha numeric	Confirmed  See 5.9 above

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
5.11	Do password complexity options meet recognised standards e.g. Microsoft?	Yes	Confirmed  Microsoft standards are used as a matter of course
5.12	Is there a facility to enforce password changes for customers after a chosen period of time?	Yes	Confirmed  Perpetual passwords are allowed but they must meet Microsoft minimum standards
5.13	How many previous passwords are automatically retained to prevent individual users recycling passwords?	Settable option as required by customer	Confirmed  This is a settable option for customers
5.14	Is there a time-out facility available?	At the application level only	Confirmed  This requires the customer to set options within their applications.
5.15	Can a report be produced detailing all current users with access to the hosting environment and their current status, i.e. disabled, live etc?	Some customers ask for lists.  Perceptive Online maintain these lists and hold them independent of the actual systems themselves.	Confirmed  These lists are available upon request
5.16	If the answer to Q 5.15 is 'Yes', can this report be made available to the customer upon request?	Yes if it relates to them	Confirmed  This is a billable option

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
5.17	Are there procedures to authenticate clients who forget their passwords or need them re-setting?	<p>Yes</p> <p>There is a process for authenticating clients who forget or lose their passwords.</p> <p>There is normally a minimum of 2 authorised administrators at the customer who are asked by Perceptive to authenticate access requests.</p>	<p>Confirmed</p> <p>The usual process is that once contacted, staff at Perceptive will contact one of the designated administrators in the client organisation. The client will then advise if the password can be reset – this is normally by e-mail.</p> <p>Perceptive will e-mail the administrator by return to confirm that the account has been reset.</p>
5.18	Is there appropriate segmentation in place i.e. is the data of one customer adequately separated from the data of another customer?	<p>Yes</p> <p>This is a standard principle: customer data is kept separate.</p>	<p>Confirmed</p> <p>Multi-tenanted environments are possible in Exchange – this is allowed by Microsoft.</p> <p>Typically, customers have applications on their own servers but share web space and Exchange.</p> <p>Users are directed to their own secure areas via the log-on URL. They cannot see or access the access paths of other customers.</p>
5.19	Are there options to host customer systems on separate and independent servers?	<p>Yes</p> <p>This is a standard offering</p>	<p>Confirmed</p> <p>This depends upon what the customer asks for</p>

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
5.20	Are there procedures for controlling access to the hosting environment by external third parties e.g. hardware engineers	Yes	Confirmed  This is by appointment only. All visitors are signed in and accompanied. It should be noted that most systems support is performed internally by the technical team.
5.21	Please state what local legislation applies to the security of the data held by the hosting company e.g. the UK Data Protection Act, EU regulations etc.	Data Protection Act and current UK regulation	Confirmed  General business rules also apply e.g. Health and Safety
5.22	Does responsibility for UK Data Protection act compliance sit with the client or the hosting company?	With the client	Confirmed
5.23	Do the staff employed by the hosting company have defined security rights?  Consider the following:	Yes	Confirmed
	<ul style="list-style-type: none"> <li>Whether staff work on particular customers only</li> </ul>	N/A	Confirmed  Staff can work on all customers
	<ul style="list-style-type: none"> <li>Who can change processing schedules</li> </ul>	The Managed Services Manager only	Confirmed  He manages the staff workload and processing schedule.
5.24	Are default passwords on hardware and software operated by the hosting company routinely changed when acquired or set up?	Yes	Confirmed  This is part of the standard build process for the infrastructure. At the application level, it depends upon what the customer asks for.

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
5.25	Is an up-to-date security policy in place over the staff of the hosting company?	Yes  Security and confidentiality is specifically referenced in employment contracts	Confirmed  Employment contracts make specific reference to security rules, needs and requirements
5.26	Are staff at the hosting company subject to formal security administration procedures?  Consider the following:	Yes	Confirmed
	▪ Set up access for new staff	Yes	Confirmed
	▪ Changes to rights of existing staff	Yes	Confirmed
	▪ Processing of leavers and suspensions	Yes	Confirmed
5.27	Are there procedures for the hosting company to receive regular up-dates on security vulnerabilities and events?	Yes – through Microsoft Up-date Server and in-house operating policies	Confirmed
5.28	Is there a planned response to any serious breach of data security?	Yes – there is an escalation plan.  Any incidents are highlighted directly to the Technical Services Manager and on to the Managing Director if required.	Confirmed
5.29	Is the level of security (described with this section) appropriate for the different types and businesses and organisations	Yes	Confirmed



## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
5.30	Is redundant hardware disposed of securely in order to protect customer data?	Yes  This is done to comply with WEEE legislation	Confirmed  A specialist contractor is used to dispose of media and hardware. Media is destroyed and hardware is disassembled.

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 6 Logging

Please note that these questions relate to logging customer access to the hosting environment – activity and security logs - rather than the transaction logging within specific hosted applications

6.1	Is there an specific activity log for each customer which details the following:	<p>Yes</p> <p>All events are logged at the server level</p> <p>Journaling can also be used at the machine level if required</p>	<p>Confirmed</p> <p>The following events are logged as a matter of routine:</p> <ul style="list-style-type: none"> <li>▪ Log-on</li> <li>▪ Log-off</li> <li>▪ Failed access attempts</li> <li>▪ Accessing an application</li> <li>▪ Events triggered by applications</li> </ul> <p>It should be noted that application activity remains confidential.</p> <p>Should the customer require additional logging, this is chargeable. The majority of customers do not use this option.</p>
	<ul style="list-style-type: none"> <li>▪ All access attempted to the hosting environment</li> </ul>	Yes	Confirmed
	<ul style="list-style-type: none"> <li>▪ All log-offs from the hosting environment</li> </ul>	Yes	Confirmed
6.2	If 'Y' to Q 6.1, are all activities within the log given a unique reference number?	Yes	<p>Confirmed</p> <p>This is a standard function of the software</p>
6.3	Is it possible for the customer to turn off this activity log or request it be turned off?	This is an administrator only function	<p>Confirmed</p> <p>This would not be done in practice as all logs are kept for a minimum of 28 days.</p>

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
6.4	How long are these activity logs retained for?	<p>This depends upon client requirements</p> <p>All logs are backed up every night and then retained for a minimum of 28 days.</p> <p>All back-ups by Perceptive Online are disk to disk to tape</p>	<p>Confirmed</p> <p>All logs are kept for a minimum of 28 days. These can be kept for longer if the client pays a monthly media cost for it</p>
6.5	Are there any size restrictions on the activity logs?	No – this is configurable	Confirmed
6.6	Can the customer gain access to activity logs if required?	Yes	<p>Confirmed</p> <p>This would require a formal request from a known contact and would have to be formally approved by Perceptive Online.</p>
6.7	Are activity logs segmented by customer?	Yes	Confirmed
6.8	Are activity logs held securely?	Yes	<p>Confirmed</p> <p>They are not printed unless the client requests it</p>
6.9	Is there a specific security violations log recording failed external access attempts or does this form part of the activity log?	This forms part of the activity log. Security events are held as part of the standard logs.	<p>Confirmed</p> <p>See 6.1. above</p> <p>Security events are limited as firewalls are set not to accept pinging. Each server has its own firewall within the DMZ in additions to the firewall at the perimeter.</p>

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
	How long are security logs retained for?	Security events are recorded as part of the activity log.  See 6.4 above	See 6.4 above
	Are there any size restrictions on the security logs? D	Security events are recorded as part of the activity log.  See 6.5 above	See 6.5 above
	Can the customer gain access to security logs if required?	Security events are recorded as part of the activity log.  See 6.6 above	See 6.6 above
6.13	Are security logs segmented by customer?	Security events are recorded as part of the activity log.  See 6.7 above	See 6.7 above
	Are security logs held securely?	Security events are recorded as part of the activity log.  See 6.8 above	See 6.8 above

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 7 Back-up, Redundancy, Contingency and Continuity

7.1	Is there a clearly defined back-up schedule for the hosted systems and data?	<p>Yes</p> <p>All systems and data are routinely backed up as follows:</p> <ul style="list-style-type: none"> <li>▪ Daily incremental</li> <li>▪ Weekly full</li> </ul> <p>This is on a 4 week cycle</p>	<p>Confirmed</p> <p>Back-ups are charged at a standard cost under the terms of the contract.</p> <p>However, back-up arrangements can be customised for customers as required. This will involve the use of different charging options</p>
7.2	If 'Yes' to Q 7.1, please provide full details on the back-up arrangements e.g. mirroring, back-ups to tapes etc	The process is Disk to Disk to Tape (EMC Retrospect tool and SANs)	<p>Confirmed</p> <p>EMC runs on a separate independent server. This has a SAN array that is replicated to a back-up disk array. This secondary disk array is then backed up to tape.</p>
7.3	Are back-up procedures automatic or manual?	Automatic with manual oversight	Confirmed
7.4	Can the customer ask for customised back-up arrangements and intervals?	Yes	<p>Confirmed</p> <p>Back-up arrangements can be customised for customers as required.</p>
7.5	If 'Y' to Q 7.4, please provide details of how back-up arrangements can be customised for customers.	Clients can request customised back-up arrangements but this is subject to recommendations of best practice.	<p>Confirmed</p> <p>Perceptive have a minimum set of standards for back-ups which must be met and they would expect clients to listen to their advice.</p>

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
7.6	Are back-ups subject to automatic or manual verification upon completion?	Automatic through e-mails	Confirmed  E-mails are checked each morning  The back-up servers themselves are also monitored through the PA Server Monitor tool.
7.7	Are all tape and media back-ups stored securely?	Yes  This is standard practice.	Confirmed  The tapes are held in data specific fire proof safes on site and in a neighbouring building.  Storage at Telford is also used as required.
7.8	Are all tape and media back-ups stored away from the hardware?	Yes  This is standard practice.	Confirmed  The back-up disk array is in a different place to the SAN  The tape back-ups are also removed from the site.
7.9	Is there a facility to produce back-ups for one customer separately from those for another if the customer requires it?	Yes	Confirmed
7.10	Are back-ups for one customer held separately from those for another customer?	Not routinely but this is an option on request	Confirmed
7.11	Are all tape and media back-ups clearly labelled?	Yes  This is standard practice.	Confirmed

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
7.12	Are tape and media back-ups transported securely?	Yes	Confirmed  When produced, tapes are transported in a protective metal case. It should be noted that they are only being moved to a neighbouring building.
7.13	If tape and media back-ups are stored at a third party site, is this site subject to regular checks and review?	Yes, by arrangement	Confirmed  This is a secure site and location.
7.14	Are redundant tape and media back-ups disposed of securely?	Yes	Confirmed  A specialist contractor is used to dispose of media and hardware. Media is destroyed and hardware is disassembled.
7.15	Describe the controls in place over the processing environment to prevent the loss of systems and data.  Consider the following:	As detailed below	
	▪ Fire detection	Fire alarms	Confirmed
	▪ Fire suppression	Fire extinguishers	Confirmed
	▪ Physical access to site	Coded locks	Confirmed
	▪ Physical access to servers	Coded locks	Confirmed
	▪ Surveillance	Security cameras	Confirmed
	▪ Alarms	Zoned intruder alarms linked to an external company	Confirmed
	▪ Power and UPS	UPS and then a back-up generator	Confirmed  There is also dual power input to the site
	▪ Air conditioning	Yes – this is also supported by the back-up generator	Confirmed

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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7.16	Are there formal procedures to control access by visitors to the site?	Yes	Confirmed  Access is on a need only basis



## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
7.17	<p>Describe the controls in place over the processing environment to provide spare and back-up processing capabilities.</p> <p>Consider the following:</p> <ul style="list-style-type: none"> <li>▪ Servers</li> <li>▪ Router</li> <li>▪ Network capacity</li> <li>▪ Storage</li> <li>▪ Firewalls</li> <li>▪ Interfaces</li> <li>▪ Staff cover and availability</li> </ul>	<p>Specific arrangements are made with clients that are subject to contract and prior arrangement.</p>	<p>Confirmed</p> <p>The servers are built to be as resilient as possible. This includes the following:</p> <ul style="list-style-type: none"> <li>▪ 2 power inputs;</li> <li>▪ Multiple disks;</li> <li>▪ Multiple network cards</li> </ul> <p>This is designed to make component failure less problematic</p> <p>Mirroring between Newbury and Telford can take place if required.</p> <p>In respect of systems architecture, applications are normally hosted on both front-end and back-end servers. These are load balanced for larger customers.</p> <p>In respect of the site, Perceptive Online are not reliant upon a single BT exchange, there is a dual power supply to the main Newbury site and multiple network connections</p> <p>All equipment is of standard build for ease of maintenance and it is maintained on maintenance contracts. The standard equipment is Dell and stocks of spares are kept. Replacement equipment can be obtained within 4 hours in accordance with the standard SLA.</p> <p>There are 4 technical staff but these can be supplemented by contract staff at short notice.</p>

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
7.18	Please state how the hosting company facilitates recovery procedures in the event of software failure i.e. how it rolls back to the last completed transaction.	This is application specific (e.g. SQL Server rollback tool)	Confirmed
7.19	Provide details of the back-up restore testing that can be performed for customers	It is possible to restore systems and data to a separate physical environment – this is an optional facility that will be paid for.	Confirmed  There is routine monthly testing in place for some customers e.g. mailbox removal and recovery. Another customer has planned data restores that it has paid for.
7.20	Can disaster recovery plans be purchased by customers to protect against loss of processing facilities?	Yes	Confirmed
7.21	If 'Yes' to Q 7.20, please provide details of the disaster recovery arrangements that can be purchased by customers to be invoked should part or all of the primary processing be lost for a period of time.  Consider the following:	All such plans are subject to contract and individual customer requirements	Confirmed  It should be noted that disaster recovery is not the core business of Perceptive Online. They will help with plans and the provision of alternative sites and hardware but they don't provide a bespoke disaster recovery service.  It should be noted that disaster recovery is to some extent inherent given the nature of the services offered by Perceptive Online. However, customers must have their own disaster recovery plans. Perceptive Online can provide input to these as required.
	▪ Alternative sites (cool, warm, hot)	See 7.21	See above

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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	▪ Communication to customers	See 7.21	See above
	▪ Existence of clearly defined and trained recovery teams	See 7.21	See above
	▪ Documented recovery plans	See 7.21	See above
	▪ Inventories of data and systems	See 7.21	See above
	▪ How often disaster recovery arrangements can be tested	See 7.21	See above

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 8 Service Levels and Key Performance Indicators (KPIs)

8.1	Are formal Service Level Agreements (SLAs) put in place for customers?	Yes	Confirmed  Perceptive Online set minimum service standards which can be enhanced in agreement with the customer.
8.2	Do SLAs cover the following key areas?		
	▪ Speed of response (usually from the servers to the periphery of the host network)	Yes	Confirmed
	▪ System availability	Yes	Confirmed
	▪ Agreed downtime for maintenance	Yes	Confirmed
8.3	Are reports detailing the level of compliance with the SLA available to customers?	Yes but these are not supplied as standard	Confirmed  Reports on SLA compliance are not produced as a matter of course.  Should a customer go out of SLA terms, Perceptive Online would compile a detailed response for them.  Perceptive Online are of the opinion that customers do not generally ask for information when processing is working well and is within SLA terms.
8.4	Are reports detailing the amount and type of system usage available to customers?	Yes but these are not supplied as standard	Confirmed  Reports on system usage are not produced as a matter of course.

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 9 Processing Environment

9.1	Where is the physical location of the hosting environment?  Consider the following:		
	▪ Country	United Kingdom	Confirmed
	▪ City	Newbury and Telford	Confirmed
9.2	Is any portion of the hosting environment off shore rather than the whole installation?	No	Confirmed
9.3	Is data security, activity logging or any other function impacted by the physical location of the hosting environment, i.e. staff training, lack of formal regulation etc?	No	Confirmed
9.4	How many users / customers can the hosting environment support concurrently	This is unlimited	Confirmed  The hosted environment can be expanded and enlarged as required.
9.5	Are there any limits on the number of customer transactions that can be handled by the hosting environment?	Not practically	Confirmed  The hosted environment can be expanded and enlarged as required.
9.6	What features are offered by the hosting service to help track down processing problems?	Systems analytics tools and monitoring software is used	Confirmed  Software called PA Server Monitor is used

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
9.7	Does the hosting service warn the customer when storage space is becoming short?	Yes	Confirmed  When this happens, customers can buy more space or remove data. This is particularly relevant to hosted mailboxes.
9.8	Does the hosting service warn the customer when processing is becoming too slow?	This is possible – it depends upon the exact circumstances and the impact upon the SLA	Confirmed  Slow processing is often application specific.
9.9	Is the processing environment formally monitored by the hosting company?  Consider the following:	Yes – PA Server Monitor is used and physical checks are also in place.  There is some element of predictive monitoring in PA Server Monitor.  The server that hosts PA Server Monitor is in itself externally and independently monitored by an independent body.	Confirmed  This is done at two levels.  At a software level, PA Server Monitor is in use. This is configured to send automatic e-mails and text messages to technical staff on issues such as capacity, temperature etc. There is also a wall display showing the status of servers pictorially using traffic lights colours– red, amber and green. All unusual events are investigated.  At a physical level, all servers are checked weekly and samples are checked daily on a random basis.
	▪ How often	Continuous	Confirmed
	▪ Tools used	PA Server Monitor	Confirmed
	▪ Use of automatic alerts	Yes	Confirmed
	▪ Advice to the customer	Yes if required	Confirmed
	▪ Monitoring of key interfaces	Yes	Confirmed

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
9.10	Is the hosting environment appropriately protected from viruses, spyware and malware? Please provide details.	Yes – Sophos is on all components and there is Cisco / SonicWALL protection	Confirmed  There are 3 levels of firewall protection:  <ul style="list-style-type: none"> <li>▪ ISP firewall</li> <li>▪ Company firewall</li> <li>▪ Server firewall</li> </ul> The company have advised that they have suffered no successful hacking or intrusion incidents.
9.11	Is the processing environment subject to regular intrusion detection tests?	If required	Confirmed  These have not been formally commissioned but it is an option. The company do perform regular internal checks.  All intrusion attempts are monitored as standard
9.12	Are there clearly defined escalation routines for both the customer and the hosting company in the event of processing problems?	Yes	Confirmed  These are defined in the customer contract and SLA
9.13	Are formal help desk procedures in place to record processing problems?	Yes	Confirmed  There are 2 telephone numbers for the company – one of these goes direct to the Help Desk (the technical team)
9.14	Are formal configuration standards in place for networks, routers, firewalls, wireless networks etc?	Yes	Confirmed

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
9.15	Are there formal procedures for controlling any cryptographic keys in use?	Yes  This are normally held at proprietary levels	Confirmed  Encryption keys and their use are normally application specific and are not considered to be directly relevant to the hosted environment.



## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 10 User Documentation and Help

10.1	Are detailed help procedures available for the customer to assist them with connecting to and using the hosting environment?	Yes	Confirmed  The technical staff have 'how to' crib sheets on various topics that they can make available to customers as required. There are different versions for different devices and platforms e.g. Apples, Blackberrys
10.2	In what formats are these procedures available?  Consider the following:	They are available in all the list formats	Confirmed
	▪ On-line / web	This is through a secure portal	Confirmed
	▪ CD	Yes – as required	Confirmed
	▪ Paper	Yes – as required	Confirmed
10.3	Are these procedures clearly laid out and understandable?	Yes	Confirmed
10.4	Is there an index to the procedures?	This is optional depending upon the presentation	Confirmed
10.5	Is it easy to locate specific topics in the procedures when required?	Yes	Confirmed
10.6	Provide details of what the typical procedures contain.	The focus is upon operating and connectivity instructions	Confirmed  The instructions are not application specific – these would normally be prepared by the customer, not by Perceptive Online

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
10.7	Do the procedures clearly specify the actions to be taken by users in the event of specific problems?	Yes	Confirmed
10.8	Can the procedures be customised or edited by the customer?	No	Confirmed  This not normally required. Customers have to follow Perceptive's instructions when it comes to actually accessing the hosted environment.

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 11 Supplier Credentials

11.1	Does the hosting service have formal accreditation with any third parties, for example Microsoft?  Please state what accreditation is held and who it is with	Yes  Microsoft Gold Certified Partner (Hosted Solutions Accreditation)	Confirmed  The company has been a certified partner since May 2008. The certification is now in its second year.
11.2	Is this accreditation one-time or does it have to be renewed on a regular basis?	Annual renewal	Confirmed  This is standard Microsoft practice
11.3	If it has to be renewed, how is the accreditation kept up-to-date?	Annual verification	Confirmed  This is performed by Microsoft and it works on a points basis. Issues such as technical ability and customer satisfactions are evaluated.
11.4	Does the hosting service have detailed credentials available for review by potential customers? Examples could include references, reference sites, case studies etc.  Please state what credentials are available.	Yes  References, reference sites and case studies are available	Confirmed  In particular, there are detailed references and case studies that had to be obtained as part of the Microsoft accreditation process
11.5	Does the hosting company operate appropriate controls and procedures over the staff in their employment?  Consider the following:	Yes	Confirmed  These are perceived to be part of standard business process
	▪ Recruitment processes	Yes	Confirmed
	▪ Vetting processes	Yes	Confirmed
	▪ Appraisal process	Yes	Confirmed
	▪ Training process	Yes	Confirmed. This is important for the Microsoft certification process.

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
	<ul style="list-style-type: none"> <li>Terms and conditions relating to security and confidentiality</li> </ul>	Yes	Confirmed. This is part of the standard terms and conditions for all staff.
11.6	Does the hosting company comply with any quality standards or operate any other quality assurance over its activities?	ISO9001 is on the company roadmap and there are also future plans to gain ISO27001 certification in future.	<p>Confirmed</p> <p>As noted above, the company currently has Microsoft Gold Certified Partner status.</p> <p>It is also pending Microsoft Small Business Specialist accreditation. This accreditation is linked to the training staff receive and the level of experience in the SME arena.</p> <p>At the time of review, ISO9001 accreditation was being considered but had not been applied for or obtained.</p>
11.7	Is the hosting company subject to regular independent reviews of its activities?	Yes	Confirmed
	Consider the following:		
	<ul style="list-style-type: none"> <li>Internal audit</li> </ul>	There is no formal internal audit department but the MD performs regular checks of facilities and controls.	Confirmed
	<ul style="list-style-type: none"> <li>Group companies</li> </ul>	N/A	N/A
	<ul style="list-style-type: none"> <li>External audit</li> </ul>	No	Noted
	<ul style="list-style-type: none"> <li>Independent consultants</li> </ul>	No	Noted
	<ul style="list-style-type: none"> <li>Regulators</li> </ul>	N/A	N/A

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
	<ul style="list-style-type: none"> <li>Customers</li> </ul>	In the past, customers have performed independent reviews of the facilities. The standard terms and conditions allow for this appraisal process.	Confirmed
	<ul style="list-style-type: none"> <li>Accreditors</li> </ul>	There is the Microsoft annual review but this is not on-site. In addition, there is a standard fortnightly call with the Microsoft Account Manager to discuss issues and events.	Confirmed

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 12 Support, Training and Maintenance

12.1	How is the hosting service sold to customers:		
	<ul style="list-style-type: none"> <li>▪ Direct from the hosting company</li> </ul>	Yes	Confirmed  There is a dedicated Business Development Manager who deals with potential customers
	<ul style="list-style-type: none"> <li>▪ Via a Value Added Reseller (VAR)?</li> </ul>	No	Confirmed  There are business contacts who provide leads and information but no formal re-sellers
12.2	Do VARs have to go through an accreditation process?	N/A	N/A
12.3	If the answer to Q 12.2 is 'Yes', please describe the process.	N/A	N/A
12.4	If the answer to Q 12.2 is 'No', please explain how organisations are chosen to be a VAR?	N/A	N/A
12.5	Please note all method of support available to the customer:		
	<ul style="list-style-type: none"> <li>▪ Telephone</li> </ul>	Yes	Confirmed  There are 2 numbers available to customers
	<ul style="list-style-type: none"> <li>▪ Internet</li> </ul>	Yes	Confirmed  This is through a contact page
	<ul style="list-style-type: none"> <li>▪ Other (Fax, e-mail etc)</li> </ul>	Yes	Confirmed  Both e-mails and fax can be used

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
12.6	Is first line 'hot' support to assist with immediate problem solving available?	Yes	Confirmed  Customers can ring Perceptive directly
12.7	Please provide details of the charging basis for this 'hot line' support?	This is included in the standard hosting costs	Confirmed
12.8	Please provide details of the hours that this first line 'hot line' support is available	08:00 to 18:00 on weekdays as standard. 24 hour support is available subject to contract.	Confirmed  The 24 hours support option is available if additional payment is made
12.9	Please provide an overview of the different types / levels of support available to a customer.	As above	Confirmed  As noted above, there is both standard and enhanced 24 hours support available
12.10	How are processing problems dealt with when identified?	This is subject to the agreed SLA	Confirmed
12.11	Please describe the process for charging for fixing processing problems.	This is subject to the agreed SLA	Confirmed
12.12	How often are general environment enhancements provided, for example patches, up-grades?	As required in accordance with manufacturers' software and security up-date policies	Confirmed  There is a process to test all such patches, changes and up-grades before applying them. Examples include operating system up-grades, database up-grades, security patches etc.
12.13	Are general environment enhancements provided free of charge?	Yes	Confirmed

## Hosting Service Review Questionnaire

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No.	Question	Supplier Response	Reviewer's Comment
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12.14	How is notice of enhancements and patches actually provided to customers?	There is direct contact if downtime is involved	Confirmed
12,15	<p>Who provides training in the use of the hosting environment?</p> <p>Consider the following:</p> <ul style="list-style-type: none"> <li>▪ The hosting company</li> <li>▪ A VAR</li> <li>▪ The customer</li> </ul>	Perceptive Online (the hosting company)	<p>Confirmed</p> <p>Such training is generally not required but is available if needed.</p>



## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
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### 13 Contracts and Payments

13.1	<p>Please provide details of the key contract details that will be in place between the hosting company and the customer.</p> <p>Consider the following:</p>		
	<ul style="list-style-type: none"> <li>Contract length and minimum periods</li> </ul>	12 month minimum contract	<p>Confirmed</p> <p>There is no maximum contract period, only a minimum</p>
	<ul style="list-style-type: none"> <li>Contract review periods</li> </ul>	Annually	<p>Confirmed</p> <p>This is performed on the anniversary of the contract</p>
	<ul style="list-style-type: none"> <li>Notice periods</li> </ul>	3 months at contract anniversary	<p>Confirmed</p> <p>Contracts effectively last for a minimum of 15 months but notice can be given after 12 months</p>
13.2	<p>Please provide details of the charging and payment arrangements that are available to the customer.</p> <p>Consider the following:</p>		
	<ul style="list-style-type: none"> <li>Payment terms e.g. pay as you use, pay up front</li> </ul>	Yes	<p>Confirmed</p> <p>There is a choice of methods but payments must be at least monthly in advance.</p>
	<ul style="list-style-type: none"> <li>Payment periods e.g. monthly, annual</li> </ul>	Monthly, quarterly or annually	<p>Confirmed</p> <p>Typical payments periods are monthly and quarterly.</p>
	<ul style="list-style-type: none"> <li>Payment method e.g. direct debit, BACS</li> </ul>	Cheque, standing order or BACS	Confirmed

## Hosting Service Review Questionnaire

**Hosting Service:** Perceptive Online Limited

**Location:** Newbury, United Kingdom

No.	Question	Supplier Response	Reviewer's Comment
13.3	Do contracts provide for 'auditability' i.e. do they make provision for the customer or its agents to gain access to the facilities and records of the hosting company for the purpose of audit and assurance?	If required	Confirmed  Any specific customer requirements such as auditability can be built into the contract
13.4	Are regular review meetings held between the hosting company and the customer?	Yes – this is the account management process	Confirmed  Each customer has a named account manager. The MD handles larger clients directly  The frequency and method of liaison is specific to each customer.