



iService is engineered using industry standard technologies and an open service-oriented architecture that simplifies integration with other applications. Its multi-tenant architecture makes it suitable for the largest service providers as well as smaller organizations seeking an on-demand solution for eCRM. And its multiple business segment approach makes it easy to support the varying needs among your internal departments or brands.

## Industry Standard Technologies

**Microsoft .NET Application**—iService is built using the .NET framework and requires the following components:

- ◆ Microsoft Internet Information Services (IIS) Website
- ◆ Microsoft SQL Server Database
- ◆ Microsoft SQL Server Reporting Services (for reports)

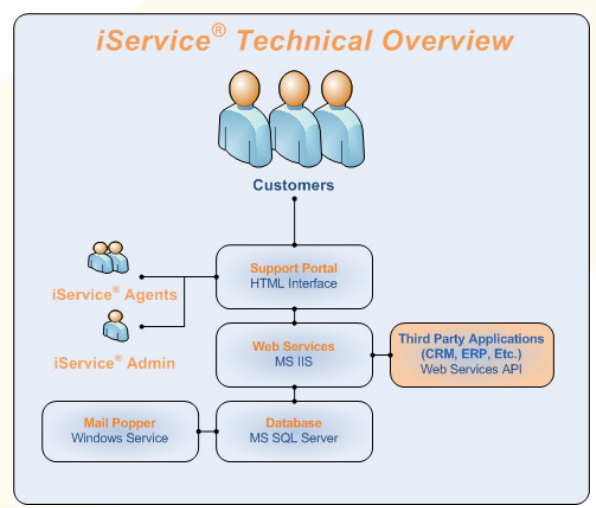
**Email Platform Independent**—iService uses the industry standard POP3 protocol to retrieve mail from monitored mailboxes. Any email server that supports POP3 (e.g., Microsoft Exchange, Lotus Notes, Postfix, etc.) can be used. A separate SMTP server can be used for outgoing mail, or messages can be delivered using your existing email server.

**Service-oriented Architecture**—All functionality within iService is contained within a complete set of open web services written in C#. This service-oriented architecture is ideal for integration with your existing website or other products.

**Security**—Security exists within multiple layers: user authentication (including support for Windows authentication), customizable agent permissions, limited segment access, https website and web services encryption, and a firewall-friendly architecture that eliminates direct access to the iService database.

## Technology Highlights

- ◆ **Industry standard technologies** will fit into your existing infrastructure.
- ◆ Support for **regular expression message filters** eliminates the need to learn complicated rules-based interfaces.
- ◆ **Standard web services architecture** for all system functionality simplifies your integration efforts.
- ◆ Works with **your existing email server**.
- ◆ Web-based application requires not desktop updates — streamlines user implementation.
- ◆ **Multi-tenant system** allow you to operate test/training databases separate from production.
- ◆ **Source code provided** for compiled asp.NET website.



## Important Considerations When Selecting Your SaaS Vendor

Software as a service (SaaS) can offer significant cost savings and faster time-to-market compared to acquiring and installing software internally. But there are several security questions that you should consider before selecting your vendor.

In addition to the iService product line, One-to-One Service.com has been helping companies with IT governance and security through its IT Compliance Experts division for over seven years. We've leveraged this experience to provide a secure and highly available solution for iService OnDemand clients. Following are just a few questions you should be asking, along with answers from One-to-One Service.com.

### **Questions about data security ...**

***Which employees have access to my data?*** — All customer data is stored within a database on a secure server located within our collocation facility. This facility follows strict physical security protocols to prevent unauthorized physical access. Logical access to production systems is restricted to authorized operations staff.

***Is my data separated from other clients?*** — iService has a true multi-tenant architecture that isolates your data within a separate database. It is not possible for any other client to access your information.

***Is important data encrypted?*** — Typically the most sensitive information within iService are customer e-mail addresses. These are stored in a separate database table and encrypted.

***Is data flowing between my business and your cloud-computing infrastructure secured?*** — Your staff will access iService through a secure, encrypted HTTPS connection.

***How can we limit the access you have to our corporate network?*** — Since iService is completely web-based, there is no software installed and no access to your corporate network is required. You will forward your e-mail to our servers and we will process the mail locally within our environment.

***Do you monitor access to the network and database that contains our data?*** — We utilize state-of-the-art network and access log monitoring to ensure the highest level of security and availability.

### **Questions about system availability ...**

***Is your data center in a location prone to hurricanes, earthquakes or natural disaster?*** — our data center is located within a Chicago suburb that is not prone to hurricanes, earthquakes, tornadoes or other disasters.

***Do you follow rigorous backup procedures to ensure our data is available?*** — Your database is backed up every 60 minutes and archived to a backup device daily to ensure high availability.

***What is your history for uptime, unscheduled maintenance, and outages?*** — we have achieved 100% uptime since we began monitoring with our current external verification service over two years ago. You can learn more on our website at [http://www.1to1service.com/services\\_ondemand\\_monitoring.asp](http://www.1to1service.com/services_ondemand_monitoring.asp).