

ProspectSoft Web Solutions

Seriously Secure

If you're running a company, your website is vital to your business. In fact, it's quite possible your website is your business.

If that's the case, you need to know your site is hosted on completely reliable, rock-steady servers, is designed to keep hackers out and has the backup and support your business deserves.

Secure Platform

The ProspectSoft Web solution server farm is deployed on Windows 2003 RC2 servers and Window 2008 Servers. Both of which are certified to level EAL4+ (Evaluation Assurance Level 4 Augmented) by the Common Criteria for Information Technology Security Evaluation (the international standard in effect since 1999).



The entire ProspectSoft server farm is protected by Cisco firewalls – also certified to level EAL4+. Servers within the server farm are also independently firewalled to restrict unnecessary or unauthorised traffic and access between servers within the secure area.

Secure Architecture

The architecture is built on an enterprise class secure network design, utilising strict firewalling between layers. Applications are then deployed within a secure Java Enterprise Edition environment (complying with the Java EE, previously J2EE 1.3 specification for security and interoperability). Behind this sits a highly robust Oracle database server managing the website content.

All customer databases are isolated on separate servers, protected by multiple firewalls to eliminate all inbound access from the Internet. Each customer's CRM database is also AES encrypted with a unique and randomly generated encryption key. Behind this Enterprise Server, sits a highly secure Oracle database server serving the website configuration. Each customer's CRM database (where deployed and integrated) is encrypted with a unique and randomly generated encryption key.

Secure Software

The ProspectSoft Software running within this architecture has been specifically designed with security in mind. Each component is independently evaluated and tested for security risks, but the application as a whole also has a built-in Security Layer. This Security Layer provides extra security, automatically filtering out attacks aimed at the software level – such as SQL Injection.

Secure Certificates

If you are processing sensitive customer data (passwords, credit card details etc) you also need to be sure this data is securely transmitted to and from your site, *and* you will want your customers to *see* that it is secure. That's why all our security certificates are provided by the second largest certificate authority in the world and why we offer High Assurance Certificates, EV certificates (with the green bar!) and 256-bit encryption with a 2048-bit key.



Secure Expertise

Our security team is led by a full-time security expert, hired into ProspectSoft specifically for his expertise and background in enterprise network security (including web servers). Having previously worked on high-profile projects such as HMRC Online Self Assessment and HMCS MoneyClaim Online, his practical experience and expertise ensures that our security measures are correctly deployed and maintained.

Within our infrastructure and support team, other members of the team also have relevant qualifications, expertise and experience; such as a Masters degree in Information Security, and CISSP (Certified Information Security Systems Professional) certification.

Secure Hosting

Our server farm is hosted at Web Fusion's 2.5 million, high performance UK data centre. Cooling systems, high-level security and fire detection/suppression systems coupled with power back-up capabilities ensure that in the event of a power cut, customer data remains online and available.

High security

Access is limited to essential personnel. A strong perimeter is maintained with strict access control. Security staff are on-site 24/7 and careful records are kept of who is allowed into the server area.



Protected hardware

All hardware is fully protected from fire, floods and natural disasters. In normal operation, power is drawn from the power grid but uninterruptible power supplies are also operated as well as on-site generators, in case the external supply fails.



The servers are directly connected to Cisco-based LANs. Everything is safe behind a secure firewall with multiple layers of protection. Regular backup systems are operated and copies of the data are stored off site.

Energy Efficient

The data centre is also very efficient. With the latest cold aisle containment air conditioning technology all hardware is cooled to an optimum temperature. The system keeps warm and cool air completely separate, and only cools the air directly round the servers and other hardware.

Secure Monitoring

Our server farm is maintained and monitored 24 hours a day, 7 days a week (including Christmas Day) by qualified hardware and infrastructure professionals, onsite at Web Fusion's £2.5 million, high performance UK data centre.

Independent automated systems then also monitor every aspect of the Web Solutions configuration, from secure certificate expiry to the performance of individual services. With our automated alerting system, we will know about any impending fault long before you or your customers do.

Secure Testing & Compliance

As well as our own robust test schedule, our web applications and deployed environment is independently penetration tested daily. This independent testing keeps us up to date with the latest known threats and attacks, and highlights potential risks – even if very small. These potential risks are then evaluated and appropriate actions taken. This testing also gives you independent reassurance of the security of your data, and that of your customers.

ProspectSoft's hosting is tested by a PCI Approved Scanning Vendor (certificate 4172-01-01), Comodo CA Ltd, within the guidelines of the PCI data security initiative. Comodo CA Ltd has determined that **ProspectSoft Ltd is compliant with the PCI scan validation requirement**. Please ask us if you would like a copy of the Compliance Summary report.

Secure Backup

As a final measure, all applications, website configurations and customer data is backed up *twice* within our own web servers and then *also* backed up via Web Fusion's secure offsite backup services.

Beyond this of course, with your CRM-related data you can also relax in the knowledge that all your customer-related data is replicated every 15 minutes (depending on configuration) to your own LAN – meaning that even the worst-case disaster on your web servers will still leave all but the last few minutes of customer activity and data safe and secure on your server.

Secure Trust-marks

Of course it isn't enough to just be secure, to successfully promote your online business, you need to be *seen to be secure*.

If you would like to visibly demonstrate your commitment to web security and have implemented one of our Web Solutions with one of our Secure Certificates, you are entitled to display one of Comodo's trust-marks, as used by large online stores such as Halfords:



These trust-marks give a very clear and visible assurance to your website visitors, and if clicked confirm your identity.

Did you know?

88% of online shoppers say it's important for e-commerce sites to include a trust-mark.

79% of online shoppers expect to see a trust-mark displayed on a Web site's home page.

71% of online consumers shop only at sites they know and trust.