



OpSource SecuritySM

Implementing an Effective Security Strategy

OpSource understands that security is one of our customers' most—if not the most—important concerns when it comes to delivering their applications over the Web. An effective security strategy is essential to the success of any on-demand application. However, the dynamic nature of threats and vulnerabilities makes security challenging to implement and manage on an ongoing basis, especially if it is not your company's core competency.

The expertise that OpSource has developed in designing and managing security solutions for hundreds of Software-as-a-Service (SaaS) companies enables us to provide a comprehensive, multi-layered approach that ensures no detail is overlooked when it comes to the security of your application. The OpSource staff includes security specialists trained and certified on the latest technologies and responsible for staying abreast of security trends. OpSource combines their knowledge with state-of-the-art technology and stringent processes and procedures to safeguard your data 24x7x365. OpSource Security is included in the OpSource On-Demand platform and available to all OpSource On-Demand customers at no extra charge.

First Layer of Defense: Physical Security

For software delivered as a service over the Web, security starts at the data center. When you become an OpSource customer, your on-demand application will be hosted in a first class facility that offers the highest standards of security.

All areas of the data center are monitored and recorded using CCTV, and all access points are controlled. The facility is staffed around-the-clock by security officers. Visitors are screened upon entry and escorted to their locations.

Guarding the Network: Firewalls & Intrusion Detection

OpSource combines industry-leading firewalls and intrusion detection and prevention systems to ensure the security of your application infrastructure. These systems are monitored and managed on a 24x7x365 basis by both OpSource personnel and top-tier third-party service providers.

An essential component of security, firewalls permit or restrict network traffic and safeguard systems and data from unauthorized access. OpSource employs a fully managed, robust firewall solution to ensure that your on-demand application infrastructure is always protected. On an ongoing basis,

Features

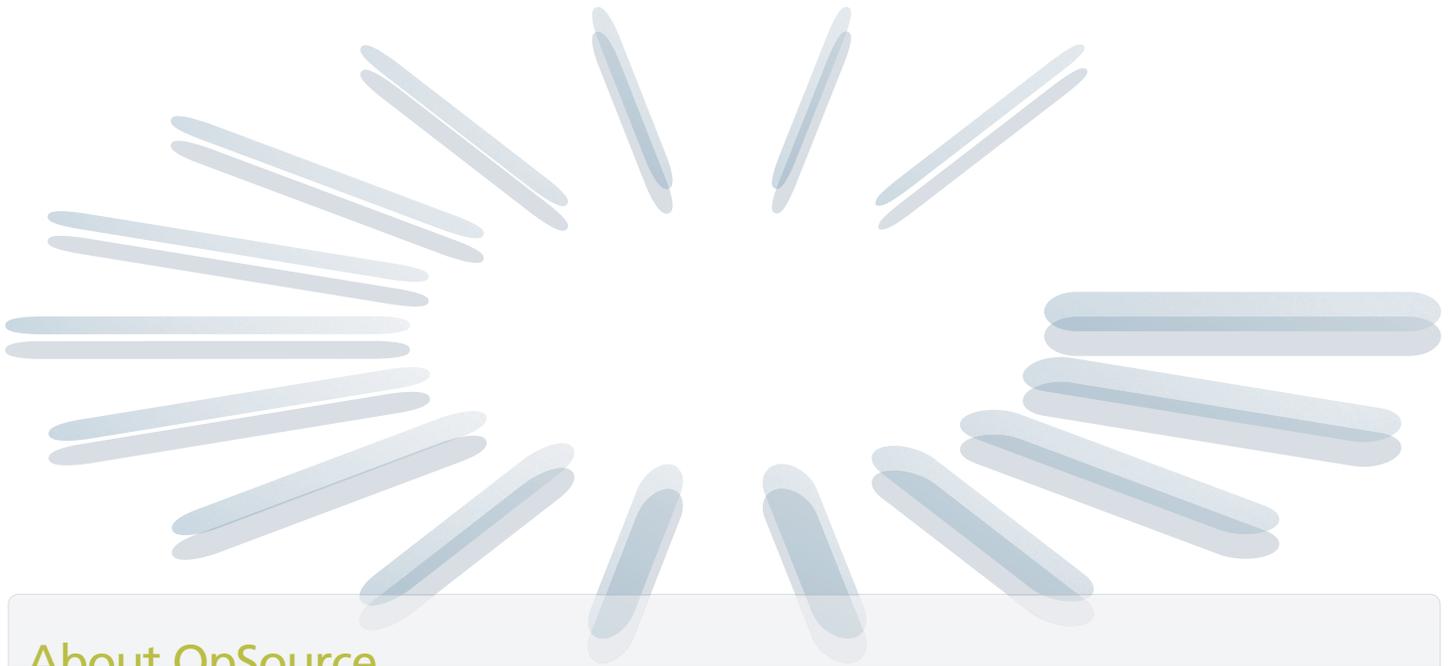
- 24x7 Security Operations and IDS monitoring
- DDoS Protection
- Network Behavior Analysis
- Host-Based IDS
- Stateful Application Inspection Firewalls
- Operating System Hardening
- Managed Anti-Virus
- Centralized Logging
- Biometric scanning for data center access
- Unmarked data center facilities
- Security camera monitoring with archival system

OpSource will install patches and upgrades, handle rule set changes in a timely manner, and monitor the firewall around-the-clock so that our support staff can quickly respond to and resolve any alerts that occur. Regular analysis of firewall logs is preformed to keep abreast of traffic patterns and identify any unusual activity.

The OpSource Intrusion Detection System (IDS) provides in-depth defense by analyzing network traffic and either blocking, replacing, or alerting when suspicious activity is detected. The system utilizes a rules-based language, which combines the benefits of signature, protocol, and anomaly-based inspection methods. Rules are used to examine packets at both the IP protocol level and at the application level and can be set to look for specific occurrences of attacks against a protocol or set to look for the conditions of an attack.

To augment OpSource's in-house capabilities and technologies and to add a second layer of oversight, a third party managed security services provider is used to monitor our IDS. This enhances the ability to measure the effectiveness and efficiency of security controls, ensure that business operations are not disrupted by threats, and comply with legislation and reduce organizational risk.

You Build It. We Deliver It.



About OpSource

OpSource™ delivers Software-as-a-Service (SaaS) and Web applications for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand™, the leading Web operations solution, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. Further, by using OpSource Connect™ companies can leverage Web services such as OpSource Billing™, OpSource Analytics™ and OpSource End-User Support™ and integrate their applications with other SaaS applications over the Internet as well as with enterprise applications behind the corporate firewall. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based Pricing, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit www.opsources.net.



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