

# Clearswift Hosting Options

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## Frequently Asked Questions

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## 1. Overview

This document lists a number of common questions and answers regarding the hosting options offered by Clearswift.

### 1.1 Why is Clearswift offering a hosting option?

Customers are requesting an alternative to on-premise hardware or virtualisation platform. By providing a hosting option this allows customers to have more deployment choice.

### 1.2 Can customers arrange hosting for themselves?

Yes, customers can investigate other hosting platforms such as Amazon AWS and any other providers with platforms that can support the Red Hat Enterprise Linux platform.

### 1.3 What is the difference between a managed service and a hosted service?

Whilst both services are cloud based, a hosted solution provides the customer the complete control over the system with dedicated servers, or virtual machines, solely for their use, which they manage for themselves.

Item	Hosted	Managed Service
Location	Cloud	Cloud
Separate Data Centers	Yes	Yes
Systems Management	Customer	Provider
Policy changes	Customer	Customer
Tenancy	Single	Multi (or Single)
All SEG functionality	Yes	Depends on provider

### 1.4 Which territories is it available in?

This offering is initially available in Northern Europe and North America only.

### 1.5 Where are the data centres located?

The primary data centres are in:

- Reading, UK
- Manchester, UK
- Atlanta, USA

There are more data centres planned for Central Europe, Australia, South Africa, North America and Canada.

### 1.6 Are the data centres owned by Clearswift?

No. The datacentres are owned by iCloudHosting, which is a trading name of BBS Commerce Ltd.

### 1.7 Are the data centres certified?

The hosting company and their facilities are certified by BS ISO 9001:2008 (Quality Management Systems) and ISO/IEC 27001:2005 (Information Security Management Systems).

### 1.8 How secure are the sites?

The data centres themselves are very secure with physical security barriers around the perimeter of the site, 24x7 monitored CCTV, access card restricted multi-layer access points, man traps and biometric iris scanners ensure the physical security of the site.

### 1.9 How much does it cost?

Each virtual server is charged on an annual fee depending on the size of the virtual server, the number you want to use and whether they are in the same datacentre.

For more details contact Clearswift or a certified Clearswift Partner.

### 1.10 How does a customer obtain the service?

If a customer wants to use this service to host their platforms they would approach Clearswift or a certified Clearswift Partner for more information and receive call to ensure that correct solution is provided.

### 1.11 Can a customer try the service first?

This is currently not possible, in order to secure some low prices we have minimum contract periods. Of course we're happy to show you around the service from deployment, operation and configuration using webinars and documentation.

### 1.12 How is the service sized?

Customer purchase one or more virtual servers to deliver the necessary performance and resilience required for their organisation.

Customers get to choose from a choice of 2 virtual server platforms depending on their performance needs.

	Option 1	Option 2
Ram (GB)	4	8
CPU Cores	2	4
Disk Space	200	300
Messages per hour (approx.)	12,000	25,000

A virtual server can be peered to additional virtual servers in the same data center and also between 2 geographically separate sites to deliver a high availability system.

Larger sized virtual servers are available on request.

### 1.13 Am I sharing this system with other companies?

The infrastructure will be used by multiple companies, but each Gateway instance will be installed on a virtual server which is 100% dedicated to the owner of that instance.

### 1.14 How do I run backups from the system?

Backups can be run to a customer's own deployed FTP server irrespective of whether it is hosted or on the customers premise. The backup data is fully encrypted when sent over the network.

### 1.15 Will this work with my on-premise Exchange/Domino system?

Yes, this will work with any SMTP based email system such as Exchange, Domino etc.

### 1.16 Will this work with Office 365?

Yes, this will work with any cloud based SMTP email system such as Office 365 & GoogleApps.

### 1.17 Is this only for SECURE Email Gateway?

No, this can be used as a deployment option for ARgon for Email as well.

### **1.18 Can I run an older version of the SEG on this platform?**

No, this mode of deployment is only available for RHEL based versions of SEG 4.x and ARgon.

### **1.19 Could I just use the service for Disaster Recovery?**

Yes. You could still use your existing SEG on-premise and have a secondary MX record pointing to a hosted SEG.

### **1.20 Will I be able to get console access to the system?**

Yes, having a hosted option gives the customer the ability to fully manage the system

### **1.21 When I have a problem who should I call?**

If there is an issue with the system you should contact your existing support operative. They will either escalate to Clearswift or to the hosting company for remediation.

### **1.22 Is there an uptime guarantee?**

The hosting infrastructure offers a 100% uptime guarantee. Planned downtime does occur for system upgrades which are informed for in advance.

The infrastructure is extremely resilient, but disasters could happen. Customers can elect to have 2 or more geographically desperate Gateways to ensure that even if the worst possible thing happens, mail can still be delivered.

### **1.23 Can I migrate my on-premise SEG policy?**

An on premise SEG can be migrated easily to a hosted SEG.

### **1.24 Can I use all the usual options, encryption, adaptive redaction etc.?**

The functionality of a hosted SEG replicates that of an on-premise SEG permitting a customer to utilise all existing features.

### **1.25 How long does it take to configure? (Migrate & configure.)**

A simple deployment onto a hosted platform should take approximately 30 minutes. If you have an existing Gateway policy you should be able to import the file in minutes, if you want to copy all existing data from your on-premises solution you would need to use the FTP backup and restore method which will be dependent on the amount of data to be transferred.

Professional services are available to assist with deployments, migrations or policy configuration.

### **1.26 What are the benefits of a hosted solution?**

A hosted system is just like having dedicated hardware in your own datacentre except that it is not, it is in someone else's datacenter. There are no costs for buying servers, cooling, powering the system, providing the network infrastructure and firewalls. All of these are covered by the service company.

Another significant advantage of your system is that you have access to everything on the system which is particularly important if there is ever need to search for events through log files, as the owner of the platform – you have complete access.

Full managed service providers are often unable to provide logs for just your organisation.

### **1.27 What are the issues with a hosted solution?**

There will still be an element of system management to perform such as system upgrades, but as there are typically 3-5 updates per year that overhead is small.

## 1.28 Can I grow the number of instances or size of the instance I have as the company gets bigger?

The number of servers can be increased at any time for customers that require more throughput. Clearswift or a Clearswift Partner can arrange for this to occur.

## 1.29 Are communications secured between systems?

Yes. The SEG can use encrypted TLS (Transport Layer Security) connections between your mail servers and external recipients.

All interaction between users and systems can also be made over secured connections for example

Method	Security
Web UI	Https
Console	SSH
Directory Lookups	LDAP/S
Backup	FTP/S or SFTP

## 1.30 What about firewalls for security?

The SEG has its own firewall built into the system, but the hosted SEG is also protected by another firewall to offer 2 layers of access security.

## 2.0 Find a certified Clearswift Partner:

Your nearest Clearswift certified partner can be found by using the locator on:

<https://www.clearswift.com/partners/find-a-partner>

Else, contact Clearswift directly for further information on starting your cloud email security project:

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Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations to have 100% visibility of their critical information 100% of the time.

As a global organization, Clearswift has headquarters in the United States, Europe, Australia and Japan, with an extensive partner network of more than 900 resellers across the globe.

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