

ORACLE CRM ON DEMAND – HOSTING INFRASTRUCTURE



THE WORLD'S MOST
COMPREHENSIVE CRM ON
DEMAND SOLUTION

- Easy to use
- Fast to deploy
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded marketing, sales and service best practices

Oracle CRM On Demand safeguards your data 24x7 in a security-rich and reliable environment—so that you can focus on employing world-class CRM to optimize your sales, marketing, and customer service processes—and trust the infrastructure and operations to secure hosting experts. Oracle CRM On Demand incorporates industry-leading best practices, processes, and methodologies for hosting and managing applications. The bottom line? Your business-critical customer data is protected and available when you need it.

Safeguarding Your Data with Advanced Security Features

One of the first questions companies ask about Oracle CRM On Demand is “How secure is my data?” The answer is: “Very!” The service runs on an infrastructure designed to provide the security, performance, and reliability features that typically only Fortune 500 companies can afford. Hosting sites employ advanced security features to safeguard your critical business data and help prevent hackers and other unauthorized outsiders from accessing the system.

- **Network security features:** HTTP with 128-bit or higher Secure Sockets Layer (SSL) encryption protects your data as it travels over the Internet, and a multilayer virtual LAN architecture—employing multilevel firewalls with stateful packet inspection—isolates your data within the hosting environment for additional protection.
- **Server-level security features:** Server hardening, vulnerability scanning, intrusion detection with real-time alerts and 24x7 response work together to protect your data.
- **Application-level security features:** The Oracle CRM On Demand application itself—with its strict visibility and access controls—further helps ensure that you have full control over your company’s data. Pre-built user roles and advanced password protocols provide virtual protection and isolation to verify that only authorized users can access your information. Using these roles and controls, you can also easily establish access rules, entry privileges, and function-specific user interfaces. For example, you can provide different privileges for sales representatives and marketing managers. You can also assign read-only, create, or full-edit rights for specific types of information— and promptly reassign privileges as needed.
- **Data center security features:** Physical security measures such as biometric access controls, around-the-clock on-site security personnel, and video surveillance and monitoring—as well as industry-leading policies and practices,

KEY FEATURES**SECURITY FEATURES**

- 128-bit or higher SSL data encryption
- Multilevel redundant firewalls
- Intrusion detection
- Virus protection
- Multilevel VLAN architecture
- Hardened data center
- Ongoing security management and policy enforcement

PERFORMANCE

- Sophisticated load balancing
- Scalable capacity on demand
- Advanced storage infrastructure
- OC3 Internet backbone connections
- Bandwidth burstable on demand

RELIABILITY, AVAILABILITY, AND RECOVERABILITY

- Redundant network and server components
- Daily disk-to-disk backups of customer data
- On-site and off-site backup tape storage
- Redundant power and Internet connectivity

STATE-OF-THE-ART DATA CENTERS

- Dual power feeds
- N+1 UPS battery systems, diesel generators, and HVAC systems
- Automatic throw-over switches
- Double-wall construction
- Water suppression technology
- Seismic compliance
- Multizoned dry-pipe fire protection
- Environmental monitoring

including on-site and off-site tape storage—help assure data protection and integrity.

Designed for Top Performance

The hosting infrastructure for Oracle CRM On Demand is designed to deliver peak performance at any time of day, irrespective of how many users are online simultaneously. For example:

- High-speed server technology, load-balancing, and an advanced storage infrastructure provide both fast access to data and on demand scalability of storage resources.
- Burstable high-bandwidth Internet access, with redundant OC3 connections to two independent Tier 1 backbone networks, provides primary and backup Internet access on demand. This redundancy helps ensure continuous sufficient bandwidth to support customer performance requirements.

Scalability to Meet Customer Demands

Capacity planning is critical to ensure that Oracle CRM On Demand performance and availability service levels are consistent no matter how fast the service grows. Continuous monitoring of infrastructure usage levels is performed component by component, and remote sensors monitor the end-to-end customer experience. Capacity planning experts analyze these statistics and proactively upgrade capacity to stay ahead of usage requirements. The tiered architecture of Oracle CRM On Demand allows it to be scaled seamlessly to meet evolving customer needs.

Keeping Your Business Going Around the Clock

To support the highest level of application uptime, redundancy has been built into the infrastructure supporting the Oracle CRM On Demand service. The various elements of the infrastructure are proactively monitored 24x7 so that faults can be detected and corrected before they can produce outages that affect our customers. Customer data is backed up daily using disk-copy technology, meaning that end-user performance is never affected by backups. Backup tapes, with multiple retained versions are stored on-site and off-site.

Bottom Line

By providing world-class security in state-of-the-art data centers, Oracle CRM On Demand customers can rest assured that their data is always secure and available. For more information on Oracle CRM On Demand, call 1-866-906-7878 or visit www.crmondemand.com.

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