

Service Level Agreement Attachment

This attachment exists for the purpose of creating an understanding between ImageTrend and Client who elects to host the application on **ImageTrend's servers**. It is part of our guarantee for exceptional service levels for as long as the system annual support fee is contracted. This Service Level Agreement (SLA) applies to any site or application hosted in our datacenter as contracted.

Hosting at the ImageTrend's Datacenter

ImageTrend's hosting environment provides 99.5% availability and is comprised of state-of-the-art Blade Servers and SAN storage that are configured with the no single point of failure through software and infrastructure virtualization, blade enclosure redundancies and backup storage policies. Our Microsoft SOFS SAN has a fiber channel backend, has dual storage controllers with redundant power supplies and redundant paths to disk, and hot swappable drives. We do offsite replication to disk on a second SAN. Scheduled maintenance and upgrades do not apply to the system availability calculation and all Clients are properly notified of such scheduled occurrences to minimize accessibility interruptions. Maintenance occurs the last Wednesday of each month between 9 and 11pm Central.

Hardware

ImageTrend server hardware is configured to prevent data loss due to hardware failure and utilize the following to ensure a quick recovery from any hardware related problems.

- Independent Application and Database Servers
 - Microsoft SQL Server 2014
 - Microsoft Windows Server 2016
- Redundant Power Supplies
- Off-Site Idle Emergency Backup Servers (optional)
- Cisco 5516x ASA Firewall with IDS/IPS and VPN
- Redundant Disk configuration
- Disk Space allocation and Bandwidth as contracted

Physical Facility

The ImageTrend utilizes industry leading colocation facilities are located in Eagan, Minnesota and Dallas Forth-Worth. Requirements such as power supply and power conditioning, normal and peak bandwidth capacity, security and fail over locations are all part of an overall strategy to provide the most reliable hosting facility possible.

- UL Certified® containerized power units feed each data hall
- High-efficiency Tri-mode cooling design & delivery offers PUE reduction
- Diverse & secure utility entry points