



Total Mobile Office (TMO) security features

Security and reliability are paramount when considering a hosted solution. TMO addresses these important issues in the following ways:

TMO data centres offer best of breed security and reliability.

- The primary site is at the Level 3 Goswell Road facility in Central London, with a secondary site based in Docklands.
- The Goswell Road facility is a highly secure, access controlled data centre catering for mission critical hosting requirements. The facility boasts state of the art fire suppression and cooling, with redundant and standby services for maximum reliability.

Full connectivity at gigabyte speed, along with triple redundancy.

- We are **always on**.
- Local connectivity failure is protected by supply from three separate sources for automatic failover.
- Redundant hardware and software firewall routing.
- Encrypted BlackBerry communication.

Email transmission with end to end encryption.

- Inbound and outbound email is automatically TLS encrypted.
- Traffic to and from BlackBerry smartphones is triple DES encrypted.
- Data traffic between Microsoft Outlook and the platform is encrypted.
- Webmail is accessible via secure browser session (HTTPS).
- Automatic rate controlling and blocking against malicious attack.

Anti-virus and anti-spam, multi-layered and updated every hour.

- Inbound and Outbound mail is scanned in a secure zone and must pass a raft of security and content tests before being released for delivery.
- Servers are protected and zoned for maximum defence and containment.
- Mail stores are deep scanned and automatically cleaned.
- Each person has access to their own personal email quarantine area.

Your **data security** protected at every level.

- Cluster storage for automatic failover and redundancy
- Continuous data protection backup.
- 30 day per email/folder recovery capability.
- Off site and encrypted data replication.
- Dual layer hardware and software firewall protection
- Comprehensive monitoring and alerting.

Security control at your fingertips.

- BlackBerry password locking and remote wiping.
- Online settings control such as mailbox password reset; mailbox deletion.
- Audit trail.

Service and reliability guaranteed.

- 99.9% uptime SLA.
- Track record of excellence in uptime.

