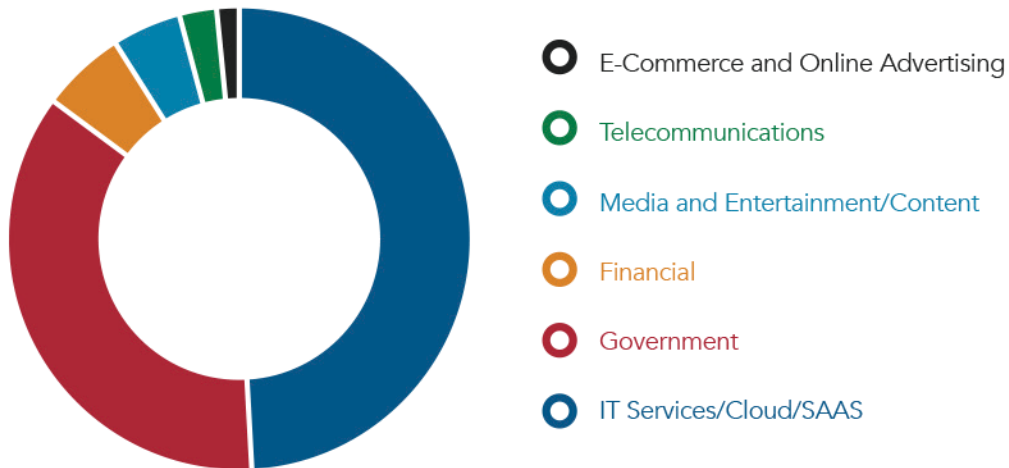# Enterprise-Level Hosting and Security

Protecting your civic and citizen data.

CivicEngage offers unmatched enterprise hosting, security, and disaster recovery that is tested and unmatched in the industry.

Cyber-security is a high profile topic that makes the news almost daily, and local government is increasingly becoming a target. We invest over $1 million annually to adapt to the ever-changing security landscape. Our certified infrastructure team has the expertise and experience to protect your local government website.

GOVERNMENT IS SECOND LARGEST TARGET

- E-Commerce and Online Advertising
- Telecommunications
- Media and Entertainment/Content
- Financial
- Government
- IT Services/Cloud/SAAS

HOSTING & SECURITY FEATURES	
Data Center	
Highly reliable data center	✓
Managed network infrastructure	✓
On-site power backup and generators	✓
Multiple telecom/network providers	✓
Fully redundant network	✓
Highly secure facility	✓
System monitoring	24/7/365
Hosting	
Automated CivicEngage® software updates	✓
Server management and monitoring	✓
Multi-tiered software architecture	✓
Server software updates and security patches	✓
Database server updates and security patches	✓
Anti-virus management and updates	✓
Server-class hardware from nationally recognized provider	✓
Redundant firewall solutions	✓
High performance SAN with N+2 reliability	✓
Bandwidth	
Multiple network providers in place	✓
Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)	✓
Burst bandwidth	45 Gb/s

HOSTING & SECURITY FEATURES	
Disaster Recovery	
Emergency after-hours support, live agent (24/7)	✓
On-line status monitoring by data center	✓
Event notification emails	✓
Guaranteed recovery TIME objective (RTO)	4 hours
Guaranteed recovery POINT objective (RPO)	4 hours
Pre-emptive monitoring for disaster situations	✓
Multiple data centers	✓
Geographically diverse data centers	✓
DDoS Mitigation	
Defined DDoS attack process	✓
Identify attack source	✓
Identify type of attack	✓
Monitor attack for threshold engagement	✓
DDoS Advanced Security Coverage	
Continuous DDoS mitigation coverage	✓
Content distribution network support	✓
Proxy server support	✓
Live user detection service	✓

Enterprise Security	
DDoS Protection	
Unmetered mitigation of volumetric DDoS	✓
Enterprise-grade mitigation of DDoS protects against layers 3,4, & 7	✓
Defined DDoS attack process	✓
24/7/365 attack mitigation	✓
Proxy server support	✓
Live user detection service	✓
Performance	
Globally load balanced content delivery network (CDN)	✓
Prioritized IP Ranges providing prioritized routing and protection to ensure maximum speed and availability	✓
Caching provides enhanced performance by serving content from CloudFlare global data centers.	✓
Railgun Origin Network Optimizer provides block-level caching between origin server and CloudFlare network.	✓
Globally load balanced content delivery network (CDN)	✓
Web Application Firewall (WAF)	
Web application firewall (WAF) with built-in Cloudflare rule set	✓
OWASP ModSecurity Core Rule Set protects you against the Top 10 vulnerabilities identified by the Open Web Application Security Project (OWASP)	✓
Custom WAF rules allows for support of your own custom rules.	✓
Threat Blocking & Privacy	
Collective intelligence to identify new threats	✓
Reputation-based threat protection	✓
SPAM protection	✓
Content scraping protection	✓
Block or Challenge visitors by IP Address, AS number or country code.	✓
User Agent Blocking	✓
Zone Lockdown	✓