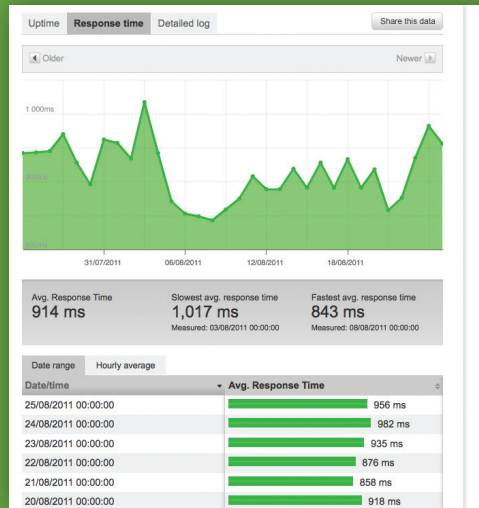


Jadu Support⁺

For your peace of mind



Jadu[®]

- *How often do your internally hosted systems experience a failure in service that affect your business critical systems - public facing websites or staff intranet/extranets?*
- *Does your business continuity strategy lack resilient and robust contingency for rapid disaster recovery?*

The Jadu Support Plus service is designed to provide business continuity by offering a disaster recovery service alongside security reporting information that mitigates against the risk of a failure in the service of your Jadu platform.

As part of the Support Plus service, Jadu will provide:

- **a back up service to ensure that a complete copy of your Jadu platform is stored for retrieval at any time**
- **an external instance of your Jadu platform available during a disaster event**
- **the security.jadu service to help prevent intrusion or penetration of your websites**



About the service

Backups are taken daily with incremental changes for the last seven days.

The standard service is delivered on a single server, while high demand services delivered across multi-server clusters can be arranged through Jadu.

The service provides a slice of Jadu's managed back up server infrastructure consisting of five days per annum of metered restored service with a 99.9% up-time SLA.

As an alternative to hosting your systems internally Jadu also provide a fully managed hosting service:

- For full peace of mind Jadu also offer a complete managed hosting service, enabling a higher degree of intensive support and high end server infrastructure with unparalleled service and resilience, through our hosting partners Rackspace.

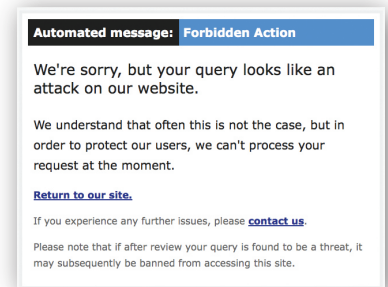
Further peace of mind with Jadu intrusion detection security.

SQL injection and XSS cross site scripting attacks are an increasing issue for any large organization's websites - with evermore inventive methods of penetration being used to compromise high profile sites.

For this reason, we have developed the security.jadu service for all Jadu users.

This feature of the system:

- **detects where any suspicious injection (into any input field) is attempted, redirecting the user to a security warning page**
- **records time, date and nature of attempt along with IP address in the security.jadu database**





Jadu - (Sanskrit). Magic. Pronounced: Jar-doo
Ancient Sanskrit term commonly used in Hindi:
*To effect change by magic. To appear by magic.
To control by the use of magic.*

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