



# ClickWorks Dedicated FileMaker Hosting Benelux

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Technical specifications

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**FileMaker.**  
An Apple Subsidiary  
Business Alliance  
Platinum



## Virtual Private Server

Our hosting servers are virtualized machines (VPS) and as a logical unit isolated from underlying redundant hardware. A VPS is scalable and allows for upgrades or downgrades of RAM, CPU, and disk.

## Single-tenancy

Our servers are configured for hosting a FileMaker database on a single-tenancy base, which means that a virtual server will only host databases for 1 customer. Servers are not shared among customers. Also, our servers are dedicated to hosting FileMaker databases and no other role, except as agreed differently per a hosting contract.

## Datacenter

Our servers are located in a TIER-3+ datacenter in Haarlem, The Netherlands. The data center is CO<sub>2</sub> neutral conforming to its ISO 14001 certification. The data center offers redundant hardware and maximal uptime. We guarantee our customers a 99,99% uptime and availability of network and server.

## Network

The data center is connected to multiple TIER-1 networking suppliers and connects to the AMS-IX network.

Your VPS is equipped with a 1 Gbps network connection.

## Security

Following certifications apply for hardware and network in the data center:

- ISO/IAC 27001:2013. Requirements for implementation of security and control measures.
- PCI DSS 3.2: Certification for secure credit card transactions.
- NEN 7510:2011: Dutch regulation for the protection of Privacy.
- ISAE 3402 Type I: Quality assurance for subcontractors.

Data in the data center is subject to European regulations related to data protection. The US Patriot Act does not apply.

Specific security measures are implemented by us:

- We encrypt your connection with a valid SSL certificate from a public and trusted Certificate Authority (CA), e.g. Geotrust or DigiCert.
- For FileMaker WebDirect the connection between the browser and server is using HTTPS
- On demand we can apply Encryption At Rest (EAR) on your FileMaker Databases. EAR secures your data on the file level via AES-256 encryption. More info: [http://help.filemaker.com/app/answers/detail/a\\_id/11991/](http://help.filemaker.com/app/answers/detail/a_id/11991/)

## Backups of your FileMaker databases

By default, we take 1 scheduled backup per day. On-demand and if disk spaces allow, more scheduled backups can be configured. We store 7 of these daily backups. By default, the backups are located on the server itself in the data center. Off-site backups can be configured on-demand.