SecurityLayer® Services

SoftLayer® Technologies

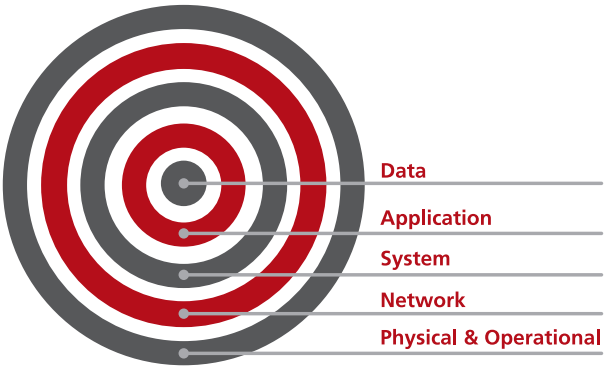
Contact Us
866.398.7638
214.442.0602
softlayer.com

Overview

Malicious activity, whether it comes in the real world or online, can cost your enterprise countless hours, clients, and resources. That's why SoftLayer® created SecurityLayer®, a unique approach to security that provides multiple, overlapping tiers of protection for your SoftLayer infrastructure.

SecurityLayer surrounds your environment with layer upon layer of defenses—both hardware- and software-based—to avoid, repel, or withstand any threat. Through our best-in-class operational procedures and partnerships with industry-leading security technology providers, SecurityLayer brings you a portfolio of security provisions and options that maximize your uptime, protect your private information, and significantly mitigate business risk.

And, as with all we offer, all SecurityLayer services are simple to deploy and manage, thus reducing the cost, time, and skill required to safeguard your environment.



Safeguarding Your Data, Layer By Layer

Overlapping Layers of Protection SecurityLayer monitors every facet of your infrastructure and operations.

Exceptional Standard Security Offering Your SoftLayer services come standard with one of the industry's most comprehensive sets of security features.

Wide Selection of Upgrade Options Tailor your individual protection profile to meet your unique needs through a variety of hardware and software security options.

Latest Security Technologies Your data is protected by industry-leading security vendors offering the most comprehensive defenses available.

Unique, Highly-Secure Network Design Our revolutionary Network-Within-a-Network topology provides true out-of-band management for full remote access with no exposure to external threats.

Layer 1: Physical & Operational Security

If your infrastructure is not physically secure, neither is your enterprise. Physical and operational security is the foundation of SecurityLayer—no other measures matter without it. That's why every SoftLayer data center is fully audited based on SSAE 16 reporting on controls to meet industry-recognized requirements for security—no exceptions.

Data Center and Server Room Measures

- Data centers located only in facilities with controlled access and 24-hour security
- No server room doors are public-facing
- Server rooms are staffed 24/7
- Un-marked entry and exit doors
- Digital security video surveillance
- Biometric security systems
- Server room access strictly limited to SoftLayer employees and escorted contractors or visitors
- Barcode-only identification on hardware; no customer markings of any type on the servers themselves

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Operational Measures

- Engineers and technicians trained on internal industry standard policies and procedures and audited yearly
- Geographic redundancy for all core systems for disaster recovery and business continuity
- 2-factor authentication for Customer Portal access adds greater server security
- All data removed from re-provisioned machines with drive wipe software approved by the Department of Defense
- Ongoing PCI DSS compliance; currently undergoing Level 1 Audit
- Current SSAE 16 SOC1 report, with no exceptions noted

Layer 2: Network Security

Even the tiniest flaw can compromise your company's network—and all the people and data on it. Fortunately, SoftLayer's innovative network architecture and commitment to using the most advanced hardware technologies dramatically minimize your data center and server exposure to outside threats. The network integrates three distinct and redundant network architectures into the industry's first Network-Within-a-Network topology. Systems are fully accessible to your administrative personnel but safely off-limits to others.

The SoftLayer Network-Within-a-Network

- Public Network handles public traffic to hosted websites or online resources
- Private Network allows for true out-of-band management through a distinct stand-alone third carrier over SSL, PPTP, or IPSEC VPN gateways
- Data Center to Data Center Network provides free, secure connectivity between servers housed in separate SoftLayer facilities

Layers 3 – 5: System, Application & Data Security

Beneath our layers of physical and network protection, your individual computing systems, applications, and data are further safeguarded by several tiers of comprehensive, standard security features. A dynamic range of additional security options is available for on-demand deployment and management through our Customer Portal, ensuring you can customize your enterprise's security profile based on changing requirements or client needs.

Included Services

- **Private Network Windows® and Red Hat® Update Servers** Servers within our Private Network always have the latest operating system security patches and upgrades, allowing you to initiate and install patches and updates on-demand with no-cost, unlimited bandwidth.
- **McAfee® Virus Scan and Host Intrusion Servers** These systems combine anti-virus, anti-spyware, firewall, and intrusion prevention technologies to stop and remove malicious software from your infrastructure.
- **RescueLayer®** Boot failed servers into a RAM-disk recovery kernel with the failed server's regular IP addresses, giving it full access to private and public networks, NAS and backend service network servers, a wide range of tools and disk recovery utilities, onboard file systems, and locally attached storage.
- **Network IDS/IPS Protection** Through partnerships with leading hardware and software vendors, SoftLayer offers a complete array of intrusion protection and assessment options at both the network and host level.
- **Nessus® Vulnerability Assessment and Reporting** Providing the world leader in active scanners, featuring high speed discovery, configuration auditing, asset profiling, sensitive data discovery, and vulnerability analysis of your security posture.
- **McAfee LinuxShield Anti-Virus and McAfee Windows VirusScan Anti-Virus** Delivers always-on, realtime anti-virus protection for Linux and Windows environments to monitor your system for potential attacks.
- **McAfee PCI Compliance Scanning and Certification** SoftLayer and McAfee have partnered to offer all SoftLayer customers McAfee's comprehensive Payment Card Industry (PCI) security compliance scanning service at no cost. The service scans and certifies e-commerce sites for compliance with the PCI Security Standards Council's Payment Card Industry Data Security Standard (PCI DSS) version 1.1.
- **KnowledgeLayer®** Our searchable knowledgebase provides continuously updated articles about known security risks, and contains best practice information based upon operating system type to help users safeguard their systems.

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Additional Security Services

- **McAfee Host Intrusion Protection with Reporting** Full white-listing and black-listing monitoring of applications.
- **Standard Hardware Firewalls** Protect individual Cloud, Dedicated, or Virtual computing systems, and can be provisioned on demand without service interruptions. 10, 100, and 1000Mbps configurations are available and fully managed through the Customer Portal.
- **Dedicated Hardware Firewalls** Protect one, multiple, or even all servers that share the same VLAN for the highest assurance of uptime, and can be provisioned on demand without service interruptions. A 1Gbps configuration is available and fully managed through the Customer Portal.
- **VeriSign® or GeoTrust® SSL Certificates** The VeriSign and GeoTrust brands are backed by a dedication to excellence in customer support. Every SSL Certificate from a VeriSign-owned company is signed with a reliable and ubiquitous root so customers don't have to worry that they will end up with website visitors not protected by their SSL Certificate because there is a problem with the underlying SSL root.

Contact SoftLayer

For more information about SecurityLayer services or any of our products, contact one of our technically trained sales staff by phone, email, or live chat via our site.

Toll-free 866.398.7638
Local 214.442.0602
Email sales@softlayer.com
Online softlayer.com

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