

Software as a Service (SaaS)

Sawfish Software solutions are accessed and hosted via the web in a method known as Software as a Service (SaaS). Our solutions are provided to customers via a unique login which is accessible from any internet point anywhere in the world.

SaaS not only alleviates the costs of some of the traditional licensing fees but also eliminates the need for additional IT infrastructure investments; users simply require broadband internet access. We also take responsibility for maintenance, scalability, upgrades, daily technical operation and support for the software provided to all of our clients.

Frequently Asked Questions

Where is my data stored?

All client data is stored within client specific SQL Server databases running on our purpose built data servers and housed and managed by Rackspace Ltd <http://www.rackspace.com> in a secure data warehouse in London. Whilst we employ the specialist services of Rackspace to manage our servers on a day to day basis this in no-way effects our contractual or financial relationship with you.

Who are Rackspace?

- Rackspace own and operate five data centres across the continental US and the UK.
- Its London Data Centre has 10,000 sq ft of space and has 2.6Gb IP transit available.
- Rackspace is recognised as one of the top 7 services organisations in the UK by Unisys.
- Rackspace was winner of the Unisys/Management Today customer service excellence award in 2004.
- SAS 70 security will ensure their premises remain some of the most secure in the world.
- Deloitte and Touche USA LLP ranked Rackspace the No. 73 fastest growing company on Deloitte's Technology Fast 500.
- Rackspace host 1% of the internet and have capacity to host 2%.
- Rackspace Intensive hosting division is Microsoft Gold Certified, providing recognition of its high quality delivery of solutions built on Microsoft technology and framework.

How secure is my data and the Data Centre?

- The security of the login to a Sawfish solution using a 128 bit encryption is as secure as if you were logging onto your bank account.
- Security at Rackspace is strictly monitored using keycard protocols, biometric scanning protocols and continuous interior and exterior surveillance.
- Access is limited to data personnel only – without exception.
- All data centre employees undergo thorough background checks before being employed.

How is my data backed up and who is responsible that the backup strategy is operational?

Our standard backup strategy involves a full weekly backup to a dedicated managed backup tape server, with incremental backups every day. Each backup is retained for 4 weeks. Customised plans can of course be configured for each database according to the Clients individual requirements.

Can I get copy of my data?

Yes. The backup files can be requested at any time.

What steps are taken to prevent my data being subject to malicious attack?

Security is a central element of the service that Rackspace provides to Sawfish. We take a comprehensive approach by utilising the Industry's most potent security tools and techniques, designed, built and maintained specifically for managed hosting. From secure server builds and security-tested Operating System (OS) installations, to a physically secure SAS 70 Type II certified data centre and monitored network, we take a multi-layered approach to keep our customers' data and service reliable and secure.

Who owns the data?

The source code for Sawfish Software solutions is the wholly owned property of Sawfish Software Ltd.

Your customer data is owned by you; we simply look after it for you and process it through your Sawfish Software solution. Under the terms of the Data Protection Act, you are responsible for the use and upkeep of your data.

What happens to our data if we terminate our contract with Sawfish Software Ltd?

Your data will be exported to you in a suitable format (typically CSV) and on an appropriate medium (e.g. CD, DVD or DAT). Secure transfer to another server would also be available for a small charge.

If you have any further questions or require additional explication regarding any of the points raised above, please do not hesitate to contact a member of our team on 0870 1607 555.