

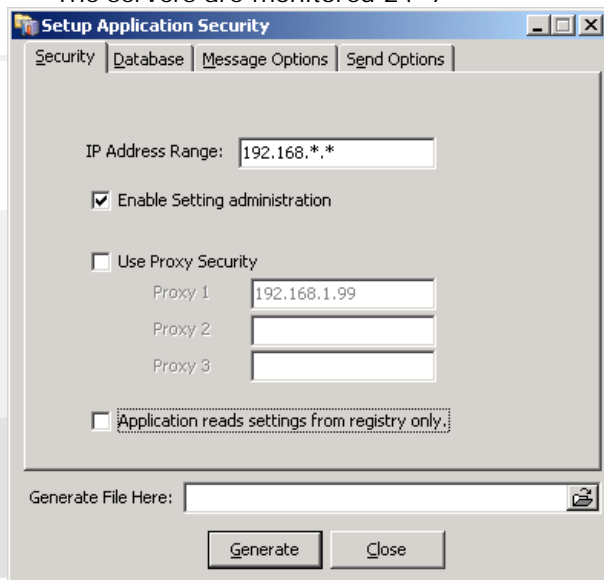
A secure and robust communication gateway

Security at Client Side

- Database is password protected.
- Configuration details are encrypted.
- Data transfer requires server authentication.
- Application supports encrypted data transfer.

Maintenance

- There is regular scheduled downtime at 0330hrs IST, for 30 seconds to 90 seconds.
- Usage of open source alerting tools for system management.
- The servers are monitored 24*7



Server Access

System Administrator

He/She is capable of administering the database log and production site. He/She can assign rights to various users.

Business Administrator

He/She can manage customer sensitive information.

ValueFirst's USP

- Provider of Carrier-Class Value Added Services such as delivery reports and queuing in case of server breakdown
- Redundancy of operators by virtue of being connected to more than a dozen operators and aggregators internationally
- Redundancy of servers with load balancing, failover mechanism, least cost routing
- Highly configurable products - processes can be configured on-the-fly
- Least time to market – deployment typically is done in one day
- The most scalable solution in the industry in terms architecture
- 24 * 7 support

Security at Server Side

- The Server sends all data using industry standard protocols to SMS-C.
- The Server also supports encrypted data transfer, Certified by THWATE.
- The server supports VPN – tunnelling between servers.
- Servers are updated in line with sans.org security requirements.

Server Robustness

Load Balancing

Web server redundancy is maintained by multiple apaches behind DNS load balancing.

Database Redundancy

Database failsafe and redundancy is maintained by multiple servers running MYSQL Cluster.

SMSC Redundancy

There are multiple SMSC connections to and hence if any one of them fails our system automatically start sending messages through alternate SMSC.

Confidentiality

- All customer-related information is stored in an encrypted format.
- All message text is encrypted
- Customer can request message log (containing message text) to be provided to them through an email. This request is handled by System Admin group and not Business Admin Group.
- Normal message logs can be downloaded by ValueFirst web application.
- We do not make any attempt nor is our system designed to show System Admin/Business Admin the content of messages being transferred. The message content is sole responsibility of our customers.
- We do not accept any communication from free email or personal email address (for examples hotmail.com, yahoo.com, etc.).