The Five Keys to Enterprise-Grade Security and Infrastructure for Hosted Collaboration

White Paper

Overview

As enterprises adopt hosted collaboration suites as part of their standard business processes, a critical question facing IT is how to achieve enterprise-grade standards. Due to the complexity of the technology and the importance of your business-critical data, your collaboration solution must be just as robust as the rest of the enterprise, if not more. While IT's instinct may be to achieve this security and reliability with an in-house solution, this paper will discuss how an on-demand solution actually provides a more robust solution.

The five keys to delivering enterprise-grade hosted collaboration are:

1)   Security
2)   Scalability
3)   Performance
4)   Reliability
5)   Disaster Recovery

Security

World-class security requires more than just password management. It must be built from the ground up, at every level. Whether in-house or on-demand, you need the highest possible levels of the following:

- Physical Security
- Network Security
- Application Security
- Secure Internal Policies and Procedures

Achieving this level of security with an in-house solution can be costly and difficult, even if the software package itself is open-source and free. By contrast, world-class "defense-in-depth" security is included in every hosted collaboration solution from PBworks, including physical security, encryption, user authentication, and application security:

Physical Security
- SAS 70 Type II Audit-certified datacenter
- Dedicated servers
- Redundant power connections with UPS and generator backup
- Multiple redundant network connections
- 24/7 guarded facility, with physical access limited to trusted employees with photo ID
- 24/7 video monitoring

Network Security
- IP Access controls (IP tables)
- Encryption for all administrative traffic (HTTPS, SFTP, SSH)
- IP whitelisting available as an option for business customers

Application Security

- Custom-hardened Unix kernels (Debian Linux, grsec for custom-hardened kernel)
- HackerSafe continuous monitoring
- **Full encryption of files and data, even within our locked and guarded datacenter***

Policies and Procedures

- Detailed background check
- By policy, employees prohibited from accessing private data
- PBworks claims no ownership of your data
- 24/7 monitoring and escalation
- All users must be verified by email
- **Permanent audit log of activity for every user, page, and file***

* Special security features available only on PBworks Legal Edition

Scalability

Integrating wiki-based technology into knowledge management and collaboration can bring many benefits, but if the technology can't scale, this can result in many headaches as well. As the various departments and groups within your enterprise weave online collaboration into their daily activities, the amount of traffic and data generated can balloon rapidly. Rather than worrying about server performance, and adding additional boxes as your implementation scales, PBworks' hosted solutions provide seamless, proven scalability.

In addition to the scalability of each individual hosted workspace, each PBworks client also benefits from PBworks' overall scale. PBworks' customer base, the largest of any provider of hosted business collaboration, provides high-quality customer feedback that

drives product innovation. A large customer base also creates the opportunity for members of the user community to collaborate and share best practices.

PBworks has proven its ability to scale, with the largest customer base and the best track record of service reliability. PBworks supports:

- 940,000+ hosted workspaces
- Nearly 15 million pages and files (3X the size of Wikipedia)
- 3 million people each month use PBworks

Performance and Reliability

Other critical factors to consider are performance and reliability. Adopting collaboration to improve the productivity of your enterprise will prove fruitless if poor application performance offsets those gains. While on-demand vendors have to contend with the vagaries of the Internet, their ability to focus and devote more resources to performance and reliability generally allows them to deliver better performance than any reasonably-priced in-house solution.

PBworks has a long track record of superior performance, with page load times worldwide averaging less than 1.5 seconds. And by building in redundancy such as multiple Tier-1 backbone providers, PBworks delivers 99.9% uptime to its many users, including 1/3 of the Fortune 500 and 24 of the 25 largest law firms in America.

Disaster Recovery

Given the importance of the information contained in collaboration suites, disaster recovery is essential, especially when wikis are themselves a source of important operational data and procedures. Disaster recovery is an area where on-demand providers shine, since they can amortize their investment across numerous customers.

For example, PBworks offers highly redundant data storage. Every single page edit that takes place is copied to three separate servers to provide extreme redundancy. In addition, all data is backed up with encrypted offsite storage, which allows full disaster recovery even in the event of a complete failure of the main production facility. PBworks users may also schedule their own backups so that they can meet their standard corporate data backup policies.

Conclusion

Hosted collaboration is the right choice for most enterprises. Rather than having to install and manage software, you can achieve greater reliability and performance by choosing the right on-demand vendor. Thanks to PBworks' ability to focus on and devote massive resources to security, scalability, performance, reliability, and disaster recovery, we can provide a more robust solution than any in-house effort, at a fraction of the price.

About PBworks

PBworks (http://pbworks.com) is the world's leading provider of hosted collaboration solutions for businesses and education. Leading companies and organizations like FedEx, DePaul University, and the FDA choose PBworks to collaborate across geographic and organizational boundaries with employees, customers, partners, and vendors. We host over 940,000 workspaces, serve millions of users per month, and 96% of users would recommend PBworks to a friend. Over 50,000 businesses have chosen PBworks to implement knowledge management, extranets, project management, and a host of other business processes and workflows. PBworks investors include Mohr Davidow Ventures, Seraph Group, Sippl Investments, and Ron Conway.

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