

Datalliance[®] Operations/Data Center Update

By: Don Collins

Datalliance Operations/Data Center

Capacity

Continuous improvement is a way of life in all areas of operations. Over the past few months, significant improvements have been completed in the following areas.

1. Purchased and installed additional battery backup capacity for our computer room. The continual addition of hardware to support our growing customer base has to be well protected from power spikes and power outages.
2. We added large amounts of disk drives, doubled the number of processors in our production system and doubled main memory from 16 gigabytes (GB) to 32 GB. Once again, database growth, fueled by new customers was the driving force for these upgrades. We also added disk drives and memory to our test and development system in order to accommodate larger databases.

Business Recovery

At least once each year, we test the Datalliance[®] Business Recovery Plan. This year it was in IBM's Sterling Forest New York facility. Our most recent schedule provided us with a 24-hour window that started at 8 am on Monday, March 13. I am very happy to be able to report that by 6 PM that evening, our on site staff had completed the restoration of our production system. At that point, any Datalliance[®] customer with dial capability had access to our service. Those customers that have embraced Secure Socket Layer (SSL) will find business recovery easier and more responsive than any other method. Business recovery planning is complicated and expensive. SSL reduces that complexity significantly. We recognize that we have an obligation to our customers to make sure that we have a recovery plan and to regularly test to make sure that it works.

As mentioned earlier, upgrades to our Datalliance[®] Service are reflections of our growth as well as our continuing search for improvements in all areas of our operation.

May 25, 2006