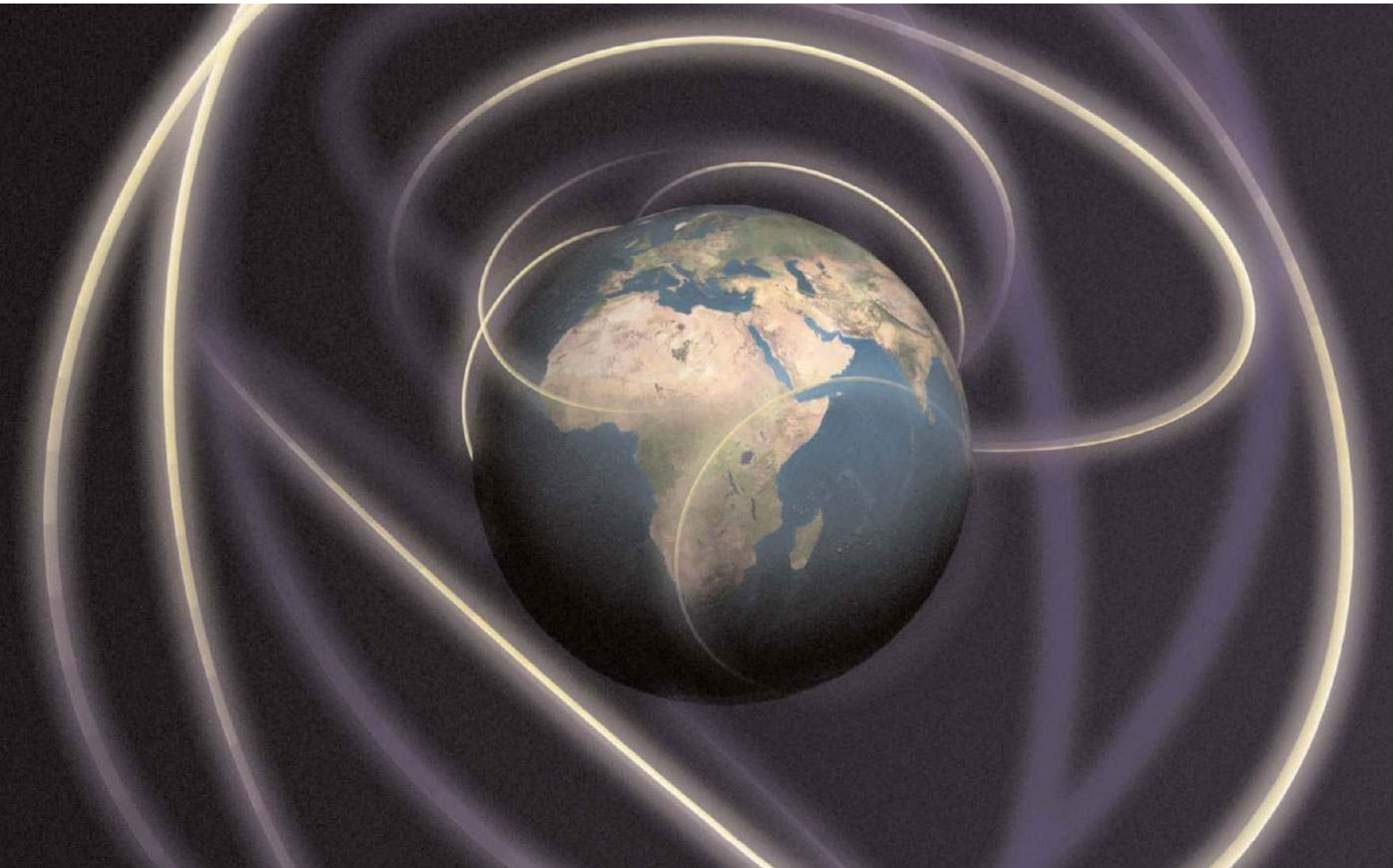


Simplex



Data Centre Operations

The Company



Simplex Software & Internet Services Ltd. (Simplex) is a company registered in the Republic of Cyprus (company registration no. C165621) and was established in January 2003. As of March 2007 Simplex operates from privately owned offices which feature a state of the art data centre.

Simplex provides a wide range of services in the areas of Information and Communication Technologies (ICT):

Consulting Services: deals with providing customers with the right consultation in regards of their ICT policy, infrastructure and solutions to adopt, physical and network security, etc. Data Centre consulting is a special area aimed towards ISPs, Banks and other large organizations who need a data centre (or server room) built according to the highest standards as defined by the Uptime Institute.

Web & Internet Services: services such as web design and development, e-Commerce solutions including online payments, digital SSL certificates, shared hosting, domain name services, etc. are offered.

Data Centre Services: all services related to our own data centre, including colocation facilities, disaster recovery and business continuity, remote backup solutions, managed services, etc. are offered through this department.

Advanced Infrastructure Services: this deals with the design and implementation of advanced solutions in the areas of voice and data communications, physical and network security, server rooms and data centres, enterprise systems setup, high availability solutions, etc.

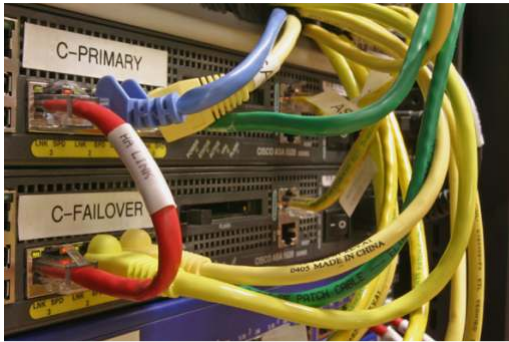
With a huge experience in various technologies, the company has so far offered its services to private and public companies from Cyprus, Europe, the Middle East, U.S. and Australia as well as Cyprus Government/Semi-government organizations. Simplex's staff has been extensively involved in large banking and government projects as well as big projects in Europe and the Middle East.

In order to offer the best possible services to its customers, Simplex has established strategic partnerships with international leaders such as Cisco, Microsoft, Thawte, etc. All our partnerships ensure that our customers get world-class solutions in all aspects, including security, reliability and availability.

The name of our company, *Simplex*, does not come from nowhere: *Simplex* is an optimization method in the area of *Operations Research* which is used to solve complex optimization problems by reducing them to simpler ones; this is our target: optimize the way in which our customers operate by providing to them simple, yet powerful and scalable solutions in order to compete and grow in the new e-Business era.

After all, it might be difficult for companies to follow the technology evolution so leaving their e-Strategy to the experts allows them to focus on their core business.

Data Centre Operations



Recognizing the challenges that most organizations face today especially in regards of the cost for IT infrastructure, reliability and availability of network/bandwidth, hardware, power, security and in-house human expertise, in 2007 Simplex built its own data centre, strategically located in Cyprus. From this facility, Simplex provides IT services including web hosting, colocation, application hosting and management, data backup and disaster recovery, business continuity, IT security consulting, remotely managed IT services and many other services that allow an organization to completely outsource its IT needs to Simplex.

With a world-class data centre, state-of-the-art infrastructure and technical expertise hard to find elsewhere Simplex can be the IT partner that gives you the freedom to focus and succeed in your core business.

Why Cyprus



Cyprus has a strategic location, being at the crossroads of Europe, Asia, Africa and Middle East. The island shares the same time zone as other major centres in the area and is also within easy travelling distance to and from the rest of Europe and the Middle East with daily flights to all major destinations.

As a country Cyprus is an independent state, financially and politically stable, member of international organizations like the United Nations and the European Union (E.U.) and has a well established reputation for being an international financial and business services centre. In particular, Cyprus accession to the E.U. in 2004 increased the island's security and stability, making it an ideal place for business in the volatile Eastern Mediterranean and Middle East region. As of 1st January 2008, Euro is the currency of Cyprus. The adoption of Euro is a proof of Cyprus' strong economy but also, an additional incentive to do business on the island without currency surprises.

Although Greek and Turkish are the official languages of the country, English is the main language in business and is widely spoken. Cyprus is also proud for its literacy rate which is 98% at secondary education level and 65% for graduate/post-graduate studies.

Finally, the country has one of the most advanced telecommunications infrastructures in Europe while the telecoms industry is fully liberalized.

The Data Centre

Simplex's data centre is located on the 4th (top) floor of a building in the heart of Limassol, the international business centre of Cyprus and features 176m² (approx. 1895 sq.ft.) of combined server space and office space. The data centre features state-of-the-art facilities which are formalized through Service Level Agreements (SLAs).

Racks

Branded, industry standard (42U/19" wide/1m deep with RETMA rails and square holes) lockable racks allowing mounting of various IT equipment. Floor stabilized and bayed with each other for protection in case of earthquake activity and independently grounded for user safety. Maximum airflow (see *Climate Control*), security, fast and easy equipment installation and cable management.

Cabling

All power and data/CAT6 cabling is laid under raised anti-static and fireproof (2hrs) computer flooring in separate trays guaranteeing maximum quality and flexibility.

Network and Bandwidth

Direct fibre backbone connectivity with initial provision for 100Mbps. Higher bandwidth (up to 400Mbps) available upon request. Backup high-speed satellite connectivity available on demand.

Bandwidth distributed via fully redundant Gigabit Ethernet CISCO catalyst switch and dedicated patch panels using CAT6 cabling. Isolated Virtual LAN (VLAN) dedicated for each customer with a minimum of a /30 subnet (4 real/Internet IP addresses). Shared or dedicated bandwidth options.

Network monitored on 24/7 basis.



The Data Centre (ctd.)

Power

Two independent 1-Phase AC 230V 16A power breakers per rack as standard with industrial type sockets (IEC309). Optional 1-Phase AC 230V 32A or 3-Phase AC 415V 16A/32A.

Independent, redundant (2N) UPS units provide power and surge protection; each UPS is powered from a separate power supply. Hot swappable battery modules for zero downtime during maintenance. Power distributed via 3-circuit monitored Power Distribution Units (PDU), with 13 C13 (10A) sockets per circuit (total 39 sockets per PDU). Optional C19 (16A) sockets available on each PDU.

A stand-by generator with auto-start guarantees continuous power supply to the Data Centre, in the unlikely event of utility power outage. The generator is frequently checked and tested to ensure readiness.

Fire Detection and Suppression

Redundant VESDA (Very Early Smoke Detection Alarm) system incorporating optical/laser HSSD (high sensitivity smoke detectors) as well as temperature sensors both underneath and above floor. Local and remote monitoring of fire alarm system on a 24/7 basis with redundant wired and wireless connectivity ensuring prompt response by fire brigade as required.

Fully automatic environmental friendly, non hazardous to human gas-based FirePro (ULC listed) fire suppression system with automatic HVAC cut-off for more efficient suppression. Automatic trigger only if both HSSD and temperature sensors indicate a fire, thus minimizing the possibility of false triggering and site disruption. In the extreme and unlikely case that the detectors/sensors fail to identify a fire and trigger suppression, a fail-safe system allows self activation of the gas generators at a temperature of 300°C. Manual triggering possible as well.

Fire detection and suppression systems with redundant battery power to ensure proper operation in all cases.

Two-hour fireproof walls, glass and floor to ensure minimal disruption in the unlikely event of fire.

CCTV (Closed Circuit Television)

Full coverage of entry ways and site's interior with vandal resistant, infrared colour cameras. High quality time lapse video with recordings stored on UPS powered digital hard drive and retained for a minimum of 30 days.



The Data Centre (ctd.)



Access Control

Multi-zone/multi-level access control with proximity cards and access codes. Full event recording and monitoring for all doors when opening/closing. Access records, door access transactions, incident reports and access requests all indefinitely retained.

Full crosscheck of visitors' identity against customer-defined access lists.

Redundant battery power to ensure proper operation in all cases.



Security Breach Alarm and Motion Sensors

Alarm system for all entry ways and motion detectors across all the facility create complex electronic perimeters to detect any intruder. Local and remote monitoring on 24/7 basis with redundant wired and wireless connectivity/signalling. Fully redundant battery powered system to ensure proper operation under all circumstances. Patrol service by external security firm during night hours.

Climate Control

Fully redundant down-flow HVAC system by Mitsubishi Heavy Industries with environmental friendly R410A refrigerant guaranteeing maximum cooling for all equipment. Room temperature is maintained at 22 °C (± 2 °C) with a humidity level of 50% ($\pm 10\%$) and is monitored on a 24/7 basis.

All racks equipped with fan kits of 6 fans each for hot air extraction as well as blanking panels to optimize air flow.



Facility Management

All Data Centre related equipment, such as cooling equipment, electrical systems, fire control systems and other security equipment, is monitored around the clock. All events are controlled and procedures are in place to react to every possible incident 24 hours a day, 7 days a week, all the year round.



The Data Centre (ctd.)



Office Space

46m² (approx. 495 sq.ft.), accommodating up to 12 people, of isolated office space to use as a remote office in case of a disaster or as required. Fully air-conditioned, fully furnished (desks, chairs, etc.) and fully equipped (PCs, phone system, fax, printer, copier, etc.) with private LAN for fast direct access to your servers/data and high speed Internet connectivity allow resuming fundamental operations within 24hrs after a disaster. 25m² (approx. 270 sq. ft.) conference room with 8-people conference table, 47" LCD projection screen, white board, conference VoIP phone and A/C also available.



Larger office spaces in terms of people capacity available at remote locations upon request.

Staging Area

Ample space with desks, Internet access and private VLAN access for securely storing and comfortably configuring your equipment before setting it up on the data centre's racks. This way the data centre is always clean and tidy and with minimum human interference.

Technical Expertise

In-house expertise extends your organization's reach and footprint without being necessary to invest in expensive and hard to obtain skilled engineers. Highly skilled engineers available to support your operations from design and building your solution to maintaining your systems to full productivity. Should a fault occur, the rapid response of our engineers is available on a 24/7 basis and within a guaranteed response time of two hours maximum.

For simple equipment fixes and tasks such as racking up your equipment or more complex installations, configuration and troubleshooting, we have the in-house skills to quickly, reliably and cost-effectively satisfy your requirements.

Services

Based on the core facilities provided by the Data Centre (rack space and bandwidth) along with the high level of technical expertise, Simplex offers the following services allowing a company to outsource its main or disaster recovery infrastructure and/or applications to Simplex, partially or fully.

Equipment Housing (Rack Space)

Customers can choose whole rack, half rack or per U space along with generator backed power and redundant UPS/PDU facilities. Option for shared use of rack mountable keyboard/monitor/mouse.

Bandwidth

Provision of bandwidth for equipment housed in the data centre and any type of application such as web hosting, email, database, CRM, etc. Bandwidth can be dedicated or shared. Being a carrier independent Data Centre, customers with high bandwidth requirements can even choose to have dedicated direct Fiber connectivity from their preferred ISP. Redundant satellite connectivity options available. High speed point to point (wired or wireless), VPN or MPLS connectivity with customer premises as required. Dedicated real/Internet IP addresses available as per customer needs along with DNS services.

Web & Application Hosting

Hosting of your application, whatever this is (email, CRM, business software, etc.), on private/dedicated equipment, virtual servers or shared plans, all housed in our data centre.

Data Backup

For complete data safety/protection, backup your data in a remote location (relative to your offices). Use your own backup servers, storage area network (SAN) and tape drives/libraries.

Alternatively, backup any type of data (SQL Server, Oracle, Exchange, files of any type, etc.) with full security and privacy on our equipment.

Disaster Recovery

Data backup is good but not optimal. If you want to go to a better level of resiliency you can have redundant equipment and applications physically located in our data centre to access remotely or move wherever you want should your primary servers fail or become inaccessible. Options to offer disaster recovery solutions in remote data centres located outside of Cyprus available if you choose to use our site as the primary location for your applications/servers.



Services (ctd.)



Business Continuity

Yet a higher level of resiliency allowing you not only to host redundant servers in our facility but also to use fully equipped private office space in our facility to resume your fundamental operations within 24 hours should a disaster hit your primary location. Arrangements for larger office spaces outside of our facility along with secure remote access to your servers/applications hosted in our data centre can be made.

Consulting

Help in building the right solution that will fully satisfy your requirements including solution design and components procurement.

Managed Services

For your entire infrastructure, whether designed by us or not, whether located in our data centre or another location, our Managed Services offering ensures that it runs smoothly 24/7, 365 days a year. Systems monitoring and systems management, including preventive action such as upgrades/patches and re-configuration as per your needs, are designed to achieve maximum system and data availability.



Managed services are offered for network devices such as firewalls, switches and routers, operating systems, web and application servers, databases, high availability clusters, etc. We also provide Managed Backup and Restore.

Remote Hands & Eyes

As standard we will receive and safely store your equipment until you are ready to deploy your solution. In addition, we can help you rack up and configure your equipment as required.

Also included in this service is visual inspection of your servers, support for replacing equipment and parts, machine restarting and accompanying of third party engineers to work on your systems as per your instructions.

Why Simplex



- Single point of contact for all your IT needs
- Strategic location
- Workforce expertise
- State-of-the-art data centre with branded equipment (CISCO, Juniper, Hewlett Packard/HP, IBM, Raritan, etc.)
- Physical and network security
- Fully redundant reliable environment
- High bandwidth connectivity
- Scalability
- Operational Support

Advantages of Using Simplex

- Focus on core business thus increasing efficiency and most importantly profitability for your organization.
- Reduce IT-related capital expenditure and running costs.
- Enjoy the advantages of IT expertise while not incurring the cost and effort to manage, maintain and operate an in-house IT department which cannot ever be fully fledged anyway.
- Peace of mind via higher levels of availability, reliability and security.
- Reduced time to market and lower costs of IT products and services
- High customer service standards.

Simplex

Data Centre Operations

Office Address:

4th Floor, Zenios Center
72 Thessalonikis Street
Limassol 3025, Cyprus

Mailing Address:

P.O.Box 58058
Limassol 3730, Cyprus

Tel.: +357 25 822 100

Fax: +357 25 878224

Email: info@simplex.com.cy

Website: www.simplex.com.cy