

Quick-Recruit

Hosting services to protect your business



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i-Business Resources (i-BR)

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Within this document we've provided some information on the technical infrastructure and support policies that i-Business Resources (i-BR) operate for our customers.

If you require further detail or have additional questions please call us. We are more than happy to assist you in any way we can.

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1 Quick-Recruit – the fully hosted & supported solution

1.1 Introduction:

Until recently the cost and effort required for Recruitment Agencies to have a system that integrates their website with the front and back-office sales and administration has typically been prohibitive to all but the largest companies.

Purchase costs and/or development costs have been high, with additional costs for internal servers, networks and staffing in order to maintain, support and continually upgrade and improve your systems. This has resulted in the cost of high-quality systems simply being out of the reach for many agencies who don't have their own large IT department to manage and look after their systems, or large budgets to pay external companies to do so.

To address these issues, i-BR brings you Quick-Recruit, an advanced fully web-based, high-quality, modular Recruitment System; delivered on a **Software as a Service (SaaS)** basis, meaning:

- ✓ **There are no high licence fees to pay up-front** – you only pay for our consultancy services you use to configure the system to your needs and train your staff.
- ✓ **With low cost rental costs per user per module** - You get the reassurance that ALL of your technical issues are taken care of for a defined budget - easing your running costs and structuring your cash-flow management. No more nasty surprises like having to find extra money to run, buy or fix or upgrade any servers/software, and pay for the staff doing the work (or doing the work yourself!), this is all taken care of for you.

Quick-Recruit is built as a true web-based system (not a client/server system accessed via a VPN) using the very latest Microsoft.Net technology. It also uses the latest versions of Microsoft SQL Server database . Giving you an advanced, scalable, and flexible software solution you can access wherever you have an Internet connection.

i-BR are experts in running, managing and supporting Internet systems for our clients. Ensuring at all times they have reliable and fast system access, and security for their business and data.

You just log in and use the system without worrying about your technology, support, or Disaster Recovery planning!

2 Hosting infrastructure & data security

2.1 Overview:

i-BR provide our clients with a fully outsourced solution for hosting, maintenance and support for their systems and websites.

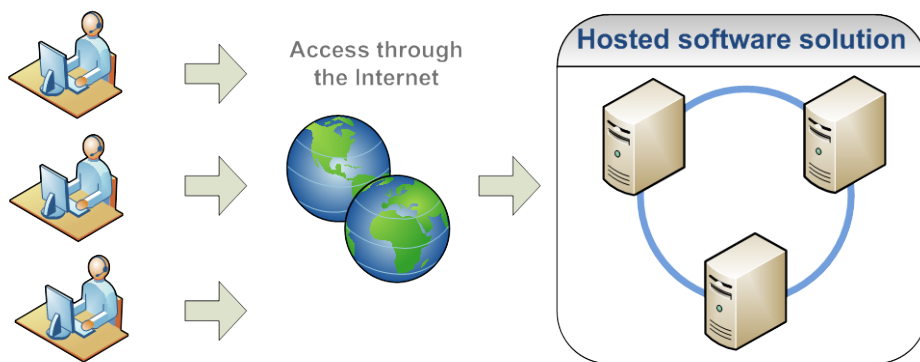
Quick-Recruit© has guaranteed levels of system availability offering an extremely stable and reliable solution. We provide guaranteed 99.99% availability of our systems, and provide fail-safe mechanisms so that your systems and data are always available even in the unlikely event that one or more of our servers should fail.

Security – i-BR utilise the secure hosting facilities of Redstation (a high-quality UK based hosting company) for the location and maintenance of our servers. Redstation provide the secure facilities, firewalls & internet security, and 24/7 maintenance of our hardware. Ensuring you have the most professional and robust set-up for your systems that is possible.

i-BR’s technical staff provide the professional expertise and resources for maintaining, supporting, and upgrading the software running on our dedicated servers within Redstation’s secure facilities. Ensuring that you have the technical team in place to run and manage your systems, but without the usual budgets associated with running your systems in-house.

Fig 2.1: Software as a Service (SaaS)

Utilising hosted Software as a Solution (SaaS) for your business software means your software is rented from a specialist company and accessed by users through the internet. The need for managing your software on your own IT network is removed and you ensure you have an effective Disaster Recovery strategy in place without high costs and management effort.



i-BR's technical infrastructure consists of:

- ✓ A server farm consisting of 5 powerful dedicated “load-balanced” servers for the running of our systems, client websites, and databases. This means:
 - The flow of “Data traffic” to and from the servers is always balanced between the servers to ensure optimum performance at peak times.
 - Should a server fail, access to your systems will continue via the other servers.
 - The set-up is highly scalable and as/if needed additional servers can be added to the server farm to expand capacity without any disruption of services.
- ✓ Dedicated database servers which contain the SQL databases, ensuring you have optimum performance for the storage and management of data.
- ✓ All servers have mirrored disk arrays, meaning that if one hard disk fails on a server the others are immediately available.
- ✓ Two SQL Servers are used in a mirrored configuration, data is written to both servers virtually simultaneously hence one server is an exact copy of the other, if the primary server fails, the mirrored server will be brought on line.
- ✓ Further more data replication is used to provide data for reporting on a third server ensuring that there are always multiple back-ups of your data available at all times.
- ✓ As a final fail-safe mechanism, off-site back-ups are made on a daily basis.

2.2 System support & maintenance:

I-BR's online support and maintenance services and processes are designed to keep your systems running 24/7.

Our aim is to provide the highest quality service to all our Customers, 100% of the time. The stringent procedures and processes that exist for our solutions and data storage mean that your system is given the highest protection and maintenance at all times.

In the unexpected event that any problems occur with our infrastructure, i-BR's own procedures will ensure that your systems will keep running with minimal, but usually without any, disruption to your business.

The main points of our support & maintenance processes are outlined below:

- a) i-BR provide a central point of contact through our Office for your technical or user support issues. If you experience problems assistance is just a phone call, or email, away. Please refer to the document "i-BR support Packages" for full details on i-BR's support procedures and service levels.
- b) i-BR monitor on an on-going basis the performance of our customers systems. If any issues arise, these are normally resolved immediately, without our clients needing to be aware of them.
- c) All hardware including firewalls, power-back-ups, intrusion detection systems, and other required security infrastructure is fully maintained with data back-up's as required:
 - 24 hours per day
 - 7 days per week
 - 365 days per year

2.3 Data ownership:

i-BR provide the infrastructure, software, and technical resources for the running and management of your systems. However, at all times it is clearly specified that the ownership of the data rests fully with our clients.

At any time you can either extract your data from our systems yourself in a number of formats (including Excel and csv), or request that we do this for you.

N.B. A small charge may be made for specific requests for i-BR to extract the data in specified formats. However, this is no different to where you have a Client Server system run in-house and then may need to pay IT staff to extract data from your database. But, you of course are provided with the tools to access and extract your data in the format you require free of charge at any time you wish.

The data we store for you is fully protected on highly secure servers at all times to provide you with technical compliance with legislation as needed. However, as the data is your data you will need to ensure that your own business and data policies are compliant. However, this is of course the same with any

electronic data storage method you utilise whether this is spreadsheets, email, or other systems.

With Quick-Recruit however you will ensure that you have fully auditable data maintained, and accessible 24/7, to help ensure your compliance with any legal requirements is as easy and simple as is possible.