articque

LIGHTING YOUR WAY TO BETTER DECISIONS

The geospatial dimension of your data

**Dedicated Articque Platform
server hosted by Articque**

ARTICQUE PLATFORM

Table of contents

Hosting conditions for a dedicated Articque Platform server hosted by Articque

1. Characteristics of the dedicated server

The dedicated server is a virtual machine with the following characteristics:

- "Small" server: 16 Gb of RAM, 4 vCPU, 150 Gb of storage (including 50 Gb for the operating system and 30 Gb for backups), or please refer to the commercial proposition. This configuration is recommended for projects that include up to 3 Expert users.
- "Large" server: 24 Gb of RAM, 8 vCPU, 300 Gb of storage (including 50 Gb for the operating system and 30 Gb for backups). This configuration is recommended for projects that include at least 4 Expert users.

A theoretical bandwidth of 200 Mbps (input and output).
Host servers are renewed every 2 to 3 years.

2. Information regarding the hosting of the dedicated server and IT administration

- The hosting company is Castle IT, which is located in Saint Avertin (37), in France.
- The host server is located in Larçay (37), in France.
- Castle IT is only responsible for hosting the physical server. Articque alone manages and oversees the dedicated server and its host.
- Server administrators are exclusively Articque employees, who are located in Fondettes (37), in France.
- To read the legal documents regarding Castle IT, please follow this link.

3. Backups

The dedicated server has two backups: a full backup of the virtual machine and a backup of the database, configuration files and application data.

- The backups of the virtual machine are planned from Monday to Friday. The last 5 backups are kept.
- The backups of the database, configuration files and application data are planned every day. The last 14 backup are kept, as long as the volume of those backups does not exceed 500 Gb.

Both backups are monitored every business day. They are stored both in one of our servers at Castle IT's facility and in our internal network.
Two restauration tests are planned per year in order to ensure the correct functioning of the backup processes. The restoration of the data is possible, for a fee of 500€ (excluding tax) per intervention.

4. Monitoring and disaster recovery

Articque has a monitoring solution at its disposal. The dedicated server is monitored in order to detect both hardware and software problems.

The maximum duration of the unavailability of the dedicated server is 24 business hours.
In the event of major issues on Castle IT's facility, Articque reserves the right to change hosting companies (OVH for example, but always located in France) in order to make the dedicated server available again.

5. Maintenances

Preventive maintenance operations are carried out every 6 to 8 weeks. The client is informed by email of these maintenances. The purpose of these maintenances is to keep the operating system, the Articque Platform solution and its prerequisites up to date. Articque keeps a detailed log of those maintenances and can provide the client with a copy if asked.

Corrective maintenance operations are carried out each time it is necessary in order to fix possible major or blocking bugs or security vulnerabilities. As for preventive maintenance operations, the planning is done in accordance with the client.

6. Security

Articque Platform is accessed via an URL. This URL is either:
- A subdomain of articque.com. The subdomain can be chosen by the client as long as it is available. In that case, Articque handles the renewal of the SSL certificates.
- A subdomain or domain which is owned by the client. In that case, the client must provide Articque with a matching SSL certificate.

Only the web ports (80 and 443) are open without restriction towards the dedicated server. IP address filtering is possible (a technical validation is required).

Monitoring and administration ports are only open for the Articque network. As a result, the administration can only be done from Articque's local network or with a VPN access to Articque's local network.

An IPSec VPN connection is used to access the dedicated server from Articque's local network.

The dedicated server has a real time antivirus, anti-malware and anti-spyware protection.

Articque network administrator accounts are only used when necessary. Those accounts are nominative and separate from Articque user-level accounts.

Vulnerability management

A technological watch is carried out in order to know which updates must be installed during maintenance operations, preventive or corrective.

Articque's super administrator password for Articque Platform is changed every 6 months. It is kept in an internal application which handles access rights to ensure only the people who need access to sensitive information can access it. This application includes a password generator to facilitate the creation of complex passwords. The created passwords contain lowercase and uppercase letters, numbers and special characters, and have a default length of 32 characters.

7. Application logs

Application logs are rotated every day and are accessible via the back office of Articque Platform.
The back office is only accessible to users with an Administrator license.

8. Diagram of the hosting system
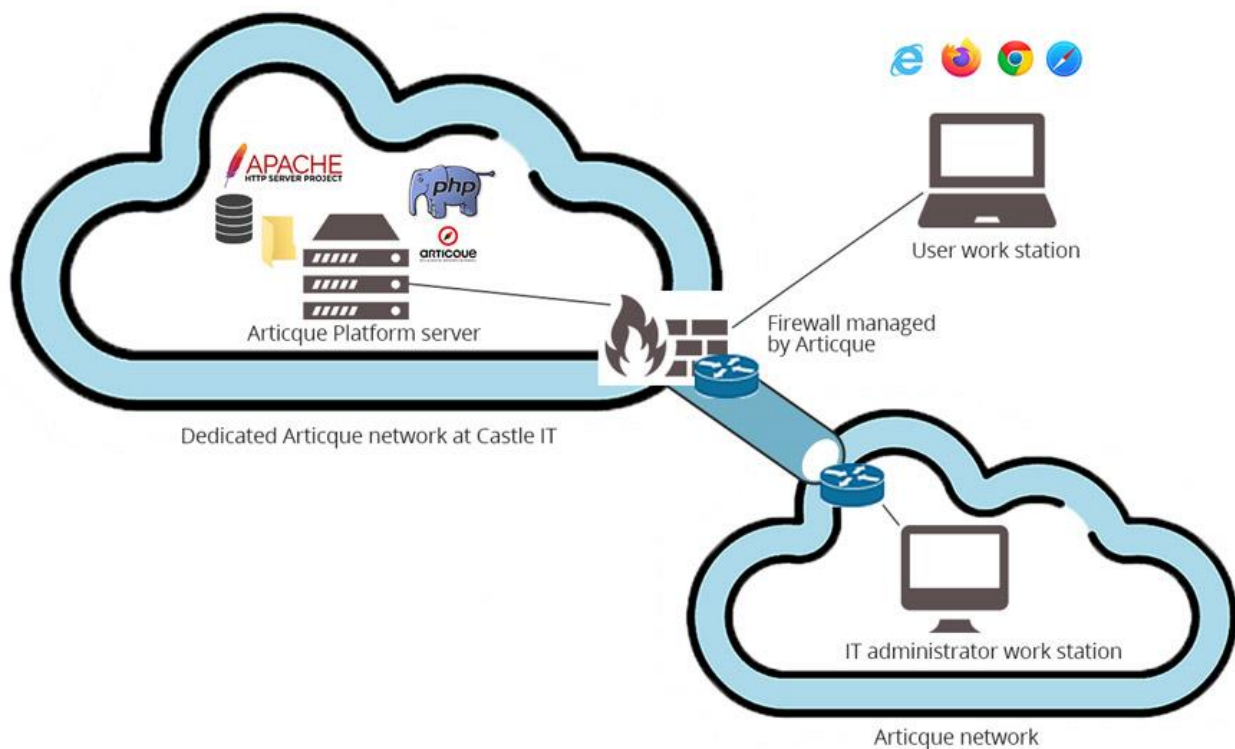
9. Options

The options below are available for your dedicated server. To learn more, please contact your dedicated expert.
- SFTP access, allowing the automatic uploading/downloading of files,
- ODBC connection (the opening of the ports on the source is required),
- Dedicated public IP address,
- Dedicated physical server,
- Dedicated virtualization hosting server.

Terms and conditions

All this information is available on the [legal portal](#) of our website, www.articque.eu.

ARTICQUE
LIGHTING YOUR WAY TO BETTER DECISIONS