



4ALLPORTAL Cloud Hosting



How 4ALLPORTAL Cloud instances are hosted in their data centers

The following information apply for *installations run in the 4ALLPORTAL Cloud only*, e.g.:

- 4ALLPORTAL subscriptions
- extension pack instances (*chargeable*)
- additional test system instances (*chargeable*)

We use different data centers worldwide. Our standards apply to all data centers:

Application server

Our 4ALLPORTAL data centers are all designed for highly scalable cloud operation. Application servers are always based on *a clustered infrastructure*, where a variety of cluster nodes run several 4ALLPORTAL systems that protect each other against failure. A single 4ALLPORTAL instance runs in *a save sandbox* on an application server *completely separate from other instances*.

In case an application server fails, a 4ALLPORTAL instance will be continued automatically and with no need of manual intervention on another cluster node and application server. Contents which do not run within an application server like database and storage will be assigned directly to a new application server. This ensures *a high reliability*.

Data and file storage

Data used by the 4ALLPORTAL is stored in a *database*. Exceptions are e.g. the original files and previews from the module Files of product *Digital Asset Management (DAM)*. The database servers of the 4ALLPORTAL Cloud are clustered multiple times. This ensures protection from failure and a good load balancing.

The *file storages* of the 4ALLPORTAL Cloud are clustered multiple times using modern cloud strategies. Original files are not only stored once but with two additional copies on each cluster server.

In case the cluster node of a file storage system fails, the file storage system automatically provides the needed number of copies from the original file on other file storage cluster nodes. This ensures a high read rate and continuous fail-safety.

Backups

Backups of database, configuration files and the original files of product *Digital Asset Management (DAM)* are *performed daily*. The data is stored for seven days standard. This period can be extended on request and at extra cost.

Data integrity

In order to maintain data integrity, database, configuration files and original files must be backed up at the same time as possible.

In the 4ALLPORTAL Cloud a backup of database, configuration files and original files is *performed fully automatically and at the same time*. Thus, integer and functional files are always available for restoring in case of a disaster recovery.

Safety

All 4ALLPORTAL Cloud instances ...

- are protected by *redundant firewall systems*,
- are automatically added to a central monitoring mechanism and *continuously monitored* by the 4ALLPORTAL operation and support team,
- are separated from each other and *do not communicate*. Therefore one instance will not pass defects or data loss to another instance.

The data remains at the data center location (also when clustered). The data does not strategically leave the data centers, not even to 4ALLPORTAL data centers, and is not distributed to other countries.

Exceptions are individually added functions, e.g.

- content delivery networks (CDN)
- artificial intelligence (AI)
- active pushing of data to online shop systems

Please note (disclaimer):

Our software and our data centers are technologies that are constantly being developed. Thus the contents of this information sheet always refer only to the development status at the time of its publication. It does not represent a binding legal basis for the claims of customers or interested parties of the 4ALLPORTAL.

Legal Notice

4ALLPORTAL GmbH
Friedrich-Ebert-Str. 67-71
33330 Gütersloh – Germany

E-Mail: info@4allportal.com
Phone: +49 5241 74 33 63 – 0

Executive Directors: Daniel Lücke and Dominic Vieregge
Gütersloh Commercial Register: HRB 7315
VAT Reg no.: DE213045965

Changes

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