Foundant Grant Lifecycle Manager
Hosting Environment Overview

At Foundant Technologies, security of your data is our highest priority. A close second is application availability/uptime. One of the great advantages of delivering our software as a hosted service is that we can afford to go the extra mile in these areas.

Communication

We believe timely and informative communication is a cornerstone of good customer service. There is nothing more frustrating than not knowing what's going on with a vital part of your enterprise. We will make every effort to make sure this doesn't happen at Foundant.

Hosting

Part of offering a secure system is having partners you trust, and we trust Rackspace as our hosting provider. After significant research and interviewing of various hosting partners, we felt they offered the safest, most reliable hosting available. In addition to being SSAE16 compliant, they offer a level of support and expertise which we feel differentiates them from other hosting providers, and which will allow us to respond more quickly should any hosting issue arise.

SSL

Foundant's servers utilize an Organization 2048-bit SSL certificate by GlobalSign. GlobalSign is a leading Secure Sockets Layer (SSL) Certificate Authority enabling secure e-commerce, communications, and interactions for Web sites, intranets, and extranets. This is the same level of encryption used by banks and major financial institutions.

Servers

We have virtual Windows servers as well as virtual and physical Linux servers with all the latest service packs and security updates. Images of these servers are backed up weekly, with daily differential backups performed the other 6 days to ensure rapid recovery and seamless uptime in case of disk failure. The physical servers also use RAID technology to provide further redundancy. In addition, our servers are behind a dedicated firewall. Only a few Foundant employees and the necessary Rackspace employees have access to these servers.

Security Testing

To validate the security of our platform, we have performed vulnerability testing against our infrastructure and have conducted security scans against our web application. Since technology continues to evolve, and since we continue updating our infrastructure and web application, we are committed to re-testing our systems at least annually.

Solutions for Doing Good. Better.

Backup

Our database and files are backed up on a daily basis and retained for at least 14 days. In addition, the production database is replicated in real time to a separate database server at Rackspace. Access to these servers is tightly restricted.

Software Upgrades

Application upgrades are planned to occur during off-peak hours. We communicate thoroughly with customers before, during and after upgrades.