

# ORACLE CRM ON DEMAND HOSTING INFRASTRUCTURE

## ORACLE®

### CRM ON DEMAND

**THE WORLD'S MOST  
COMPREHENSIVE CRM ON DEMAND  
SOLUTION**

- Easy to use for high user adoption
- Deploys quickly with little IT investment
- Embedded marketing, sales and service best practices
- Powerful and easy to use real-time and historical analytics
- Works online or offline

#### KEY FEATURES

##### SECURITY FEATURES

- 128-bit or higher SSL data encryption
- Multilevel redundant firewalls
- Intrusion detection
- Virus protection
- Multilevel VLAN architecture
- Hardened data center
- Ongoing security management and
- Policy enforcement
- Database Vault option
- Third-party assessments
- Intelligent SIEM monitoring
- ISO 27002 certified
- SSAE 16 / ISAE 3402 Assessed
- VPN & CPN options
- SSO support

Oracle CRM On Demand safeguards your data 24x7 in a security rich and reliable environment—so that you can focus on employing world-class CRM to optimize your sales, marketing, and customer service processes—and trust the infrastructure and operations to secure hosting experts. Oracle CRM On Demand incorporates industry-leading best practices, processes, and methodologies for hosting and managing applications. The bottom line? Your business critical customer data is protected and available when you need it.

### Safeguarding Your Data with Advanced Security Features

One of the first questions companies ask about Oracle CRM On Demand is “How secure is my data?” The answer is, “Very!” The service runs on an infrastructure designed to provide the security, performance, and reliability features that typically only Fortune 500 companies can afford. Hosting sites employ advanced security features to safeguard your critical business data and help prevent hackers and other unauthorized outsiders from accessing the system.

- **Network Security Features:** HTTP with minimum 128-bit or higher Secure Sockets Layer (SSL) encryption protects your data as it travels over the Internet, and a multilayer virtual LAN architecture—employing multilevel firewalls with stateful packet inspection—isolates your data within the hosting environment for additional protection.
- **Server-level security features:** Server hardening, vulnerability scanning, intrusion detection with real-time alerts and 24x7 response works together to protect your data.
- **Application-level security features:** The Oracle CRM On Demand application itself—with its strict visibility and access controls—further helps ensure that you have full control over your company’s data. Pre-built user roles and advanced password standards provide virtual protection and isolation to help verify that only authorized users can access your information. Using these roles and controls, you can also easily establish access rules, entry privileges, and function-specific user interfaces. For example, you can provide different privileges for sales representatives and marketing managers. You can also assign read-only, create, or full-edit rights for specific types of information—and promptly reassign privileges as needed. Furthermore, Oracle CRM On Demand delivers flexible and configurable security settings that can be applied based on business needs and requirement to further protect the customer’s data (such as configurable password complexity settings, ability to allow, notify and block concurrent sessions, ability to define timeout limits for active and idle sessions).

## PERFORMANCE

- Sophisticated load balancing
- Scalable capacity on demand
- Advanced storage infrastructure
- Multiple fiber optic Internet backbone connections
- Bandwidth burstable on demand

- Data center security features: Physical security measures which include an integrated security management system such as around-the-clock on-site security personnel, video surveillance, and monitoring—as well as industry-leading policies and practices, including off-site tape storage—help assure data protection and integrity.

## RELIABILITY, AVAILABILITY, AND RECOVERABILITY

- Redundant network and server components
- Daily disk-to-disk backups of customer data
- Off-site backup tape storage
- Redundant power and Internet connectivity

- High-speed server technology, load balancing, and an advanced storage infrastructure provide both fast access to data and on demand scalability of storage resources.
- Burstable high-bandwidth Internet access, with redundant fiber optic connections to multiple independent Tier 1 backbone networks, provides primary and backup Internet access on demand. This redundancy helps ensure continuous sufficient bandwidth to support customer performance requirements.

## Designed for Top Performance

The hosting infrastructure for Oracle CRM On Demand is designed to deliver peak performance at any time of day, irrespective of how many users are online simultaneously. For example:

## Scalability to Meet Customer Demands

Capacity planning is critical to ensure that Oracle CRM On Demand performance and availability service levels are consistent no matter how fast the service grows. Continuous monitoring of infrastructure usage levels is performed component by component, and remote sensors monitor the end-to-end customer experience. Capacity planning experts analyze these statistics and proactively upgrade capacity to stay ahead of usage requirements. The tiered architecture of Oracle CRM On Demand allows it to be scaled seamlessly to meet evolving customer needs.

## STATE-OF-THE-ART DATA CENTERS

- Dual power feeds
- N+1 UPS battery systems, diesel generators and HVAC systems
- Automatic electrical bypass switches
- Water detection and alarm technology
- Multi-zoned dry pipe fire suppression
- Environmental monitoring

## Keeping Your Business Going Around the Clock

To support the highest level of application uptime, redundancy has been built into the infrastructure supporting the Oracle CRM On Demand service. The various elements of the infrastructure are proactively monitored 24x7 so that faults can be detected and corrected before they can produce outages that affect our customers. Customer data is backed up daily using disk-copy technology, meaning that backups never affect end-user performance. Backup tapes, with multiple retained versions are stored off-site.

## BENEFITS

- Secure hosting
- Reliable environment
- Deliver Peak Performance
- Scalable

## Bottom Line

Oracle CRM On Demand provides customers with world-class security in a highly advanced data center that is designed to keep their data secure and available.



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For more information about Oracle CRM On Demand, visit [oracle.com](https://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

## Integrated Cloud Applications & Platform Services

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