TRAC10
FAQs on Hosting and Security

Do we have to install TRAC10 on our own servers or do you host it?
TRAC10 is a complete hosted solution by OAC that is located in the Cloud, so does not require the use of your servers. We take care of everything.

Where are your servers?
OAC uses servers at Rackspace (rackspace.co.uk) for TRAC10. Rackspace are the World's largest Cloud service provider. Our servers are dedicated to running TRAC10, so we don't use them for anything else.

In what countries is our data stored?
Rackspace servers are located in the UK. We have the facility to utilise servers elsewhere in the EU as part of Rackspace's geo-redundant environment if there is a problem with the UK datacentre. No data will be stored outside the EU.

What is the technology used for TRAC10?
TRAC10 mainly uses Microsoft technologies - specifically .NET and Microsoft SQL Server. We use the latest software, and keep it up-to-date, performing maintenance tasks outside of normal office hours.

Can we get backups of our own data?
In a future version of TRAC10 we are adding functionality to export all data. This can currently be facilitated on request by our support team who can export the relevant SQL tables to disk for you.

What disaster recovery mechanisms do you have in place?
TRAC10 and all of its data is hosted in Rackspace's geo-redundant environment. That means that we have servers in several different EU countries so should one server fail (or one hosting centre be completely wiped out) TRAC10 will continue to run with no downtime from another server in another EU country. OAC backs up all client data on a daily basis to a separate server as part of our business continuity policy.

Is TRAC10 secure?
Yes. We take your security very seriously. Firstly, access to TRAC10 requires a username and password which you, our client, can control. Your passwords are encrypted in our database so even we can't see them. Secondly, TRAC10 uses SSL encryption to pass your data securely over the Internet. SSL encryption is what e-commerce sites use to encrypt your credit card data, so it is very secure. We only use the most secure SSL protocols, and the security of our system is regularly assessed by NCC Group (nccgroup.trust/uk).

Do you have an Escrow agreement for the source code?
Not at the moment. We use two Escrow providers for other software products – NCC Group (nccgroup.trust/uk) and TechUK (techuk.org/services/techukescrow) - but at the moment we are focussing on ensuring your data is safe and available. We hope to have an Escrow agreement in place in Q3 2016.

For more information and a demo

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