



CLOUD
SOLUTIONS

Cloud computing can be complicated... but it doesn't have to be.

We make the cloud simple. F12 takes on managing, monitoring, and support of all cloud functions allowing you to focus on realizing technology's benefits, and not its complexities.

Pick the option that's right for you.

F12 cloud solutions are highly customizable to suit your unique business needs. And all for one predictable, monthly cost.



Public Cloud

Leverage economy of scale and on-demand compute when you use F12 managed Office 365, Microsoft Azure, and AWS.



Private Cloud

Harness performance and scalability by hosting workloads in F12's certified Canadian datacentres.



On-Premises

Add the resilience of F12 Rescue – a proprietary disaster recovery solution – to protect the workloads of your onsite servers.

Certification where it counts.

We take processing and storing your data seriously, and we have the certifications to prove it.

F12 was one of Canada's first managed service providers to obtain **SOC 2 Type II** and **CyberEssentials Plus** certifications. This means that an independent auditor regularly puts us through the paces to ensure we have the policies and procedures in place to keep your data secure, private, confidential, and available.



Security

Ensuring your system is protected from the threats you can see, as well as those you can't.

Physical Security: You can trust that your data is safe and secure within our four walls.

- **Building Security:** Our datacentres' special features include diamond mesh within the walls and security mesh glass to prevent physical penetration.
- **Limited Access:** We keep our circle small. Only a handful of qualified technicians using triple factor authentication can gain access to secure spaces.

Cyber Security: Keeping your information under lock and key... figuratively speaking

- **Security Operations Centre:** Datacentres are monitored 24/7 so that we can detect and respond to threats right away.
- **Security Event and Information Management (SEIM):** A comprehensive security management system that identifies and analyzes security incidents in real-time.
- **Vulnerability Scanning and Penetration Testing:** We regularly run tests to spot potential vulnerabilities and report on risk exposure for F12's datacentre systems.
- **Network Isolation:** Virtual network technology allows us to silo each client's network traffic so there is no risk of unauthorized access, not even from your datacentre neighbours.
- **Edge Protection:** We use redundant next-generation firewall protection to anticipate threats and protect our clients from cyber threats across the globe. Intrusion Prevention Systems, DNSWatch, Geo-Blocking, and Web-Filtering are just a few of the technologies that are always working for you.



Privacy

What we do to keep your personal information just that... personal.

- **Internal Procedures:** All F12 employees undergo criminal record checks and are bound by non-disclosure agreements.
- **Internal Policies:** All of our employees undergo Security Awareness Training and annually review our Information Security Policy.



Confidentiality

Handling your confidential information with kid gloves.

- **Data Classification and Destruction Policies:** Provide guidance on handling sensitive information, including how and when data is permanently deleted.
- **Data Encryption:** All data is encrypted while on the go and at rest.
- **Data Backups:** F12's Cloud features best-in-class retention—up to 10 years.
- **Password Management:** F12 retains passwords in an encrypted internal platform that logs all access.



Availability

We believe in backups, and backups to the backups, so your data is always available and you can quickly recover from any disaster.

- **Uptime Guarantee:** You can rest easy knowing your network will be operational 99.9% of the time or your money back. Guaranteed.
- **Datacentre Operations Team:** We work tirelessly behind the scenes to monitor all critical infrastructure so that we see the issue before you have to.
- **Change Management:** When you need to make a change, our team has a plan (and a Plan B!) to make sure the necessary steps are well defined and executed with ease.
- **Redundancy:** We have redundant power, cooling, compute, internet, and network systems and replicate backups between datacentres, so if something fails, you won't be left hanging. We also offer optional live replication between datacentres for supreme geo-redundant resiliency.
- **Environmental Controls:** 24/7 leak detection, fire suppression, and monitoring of all temperature and load.



Performance:

Out of sight and out of mind. Let us worry about the technical stuff, so you can focus on what really matters – running your business.

- **Dynamic Workload Management:** Automatic rebalancing and relocation of virtual servers to meet the demands of changing workloads.
- **Computing Resources:** The latest Intel chipsets utilizing the latest instruction sets to ensure the fastest speeds at economical prices.
- **Storage Requirements:** Our storage is all Flash-based to provide the fastest data access.
- **Network Capability:** 40GB backend switching for rapid line rate speeds to allow us to process a high volume of data with minimal delay.
- **Internet Connection:** Datacentres carry 100GB capable fiber from major Internet providers and F12 employs sophisticated load balancing to ensure optimal paths across these providers.
- **Perpetual Upgrades:** We work behind the scenes to seamlessly upgrade your hardware and software infrastructure so your cloud is never out of date.

F12 has 15 years of experience in providing faster, more efficient, more reliable cloud-computing options that help reduce your IT overhead and increase your bottom line.

Reduce your **IT** overhead & increase your bottom line.

F12.netTM
Consider **IT** done.



Let's talk.

Interested in adding F12's advanced cloud computing solutions to your IT tool belt? We're available to answer any questions about our cloud technology and how it can help take your business to the next level.

Book a Consultation Today!

Call: **1-866-F12-8782** or visit: **F12.net**

