Orphea
DIGITAL ASSET MANAGEMENT

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HOSTING

SERVICES COVERED

As part of the hosting offer, Support covers monitoring and maintenance of your technical environment. This offer is also based upon a service level agreement (SLA), which guarantees the availability of the system and all its processes.

Operations managed by Orphea:
↗ 24/24 monitoring of resource allocation (CPU, RAM, Storage, Network).
↗ 24/24 intervention on defaults, according to the SLAs.
↗ Backup and synchronization management.
↗ Generation of operations reports.
↗ Firmware update.

TECHNICAL DESCRIPTION

The Orphea datacenter consists of two separate production rooms, each configured in accordance with recommended standardized criteria, providing:

↗ **Double conversion electrical power supply.**

↗ **Double cooling circuit.**

↗ **Dedicated Internet connection.**

Each of the rooms is also equipped with a fire protection system and an anti-intrusion device. The infrastructure, cooling, electrical supply and security functions are provided by our partner ILIAD.
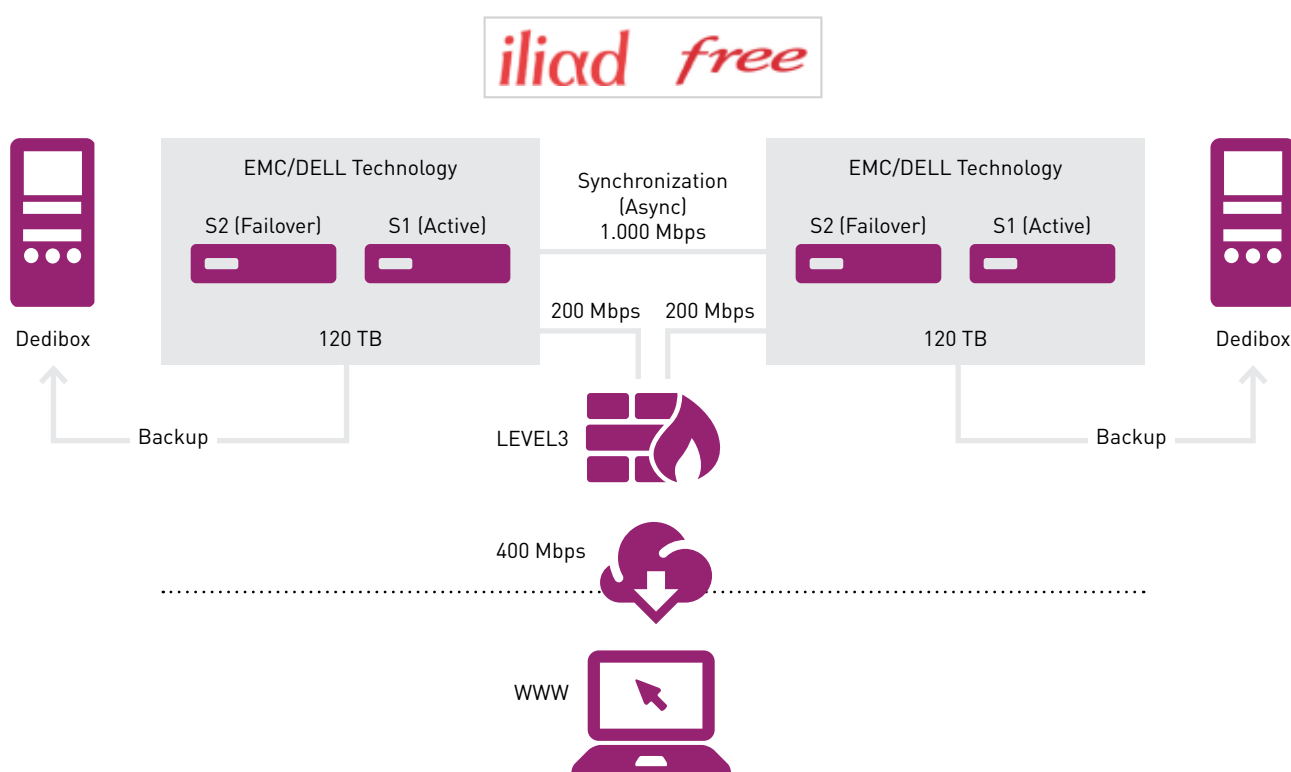
SYNCHRONIZATION

The two production arrays are synchronized via a dedicated link (1 Gbps) and asynchronously.
This arrangement provides continuity of production in the event of a major incident on one of the two sites,
or on the IT equipment itself. Orphea's technical team is trained for emergency procedures.

BACKUP

Data are backed up daily on a third-party site, enabling customers to recover their data history in the event
of unexpected loss of data or incorrect handling. Exceptionally, in case of a major incident on both production
sites simultaneously, this allows a complete data recovery and therefore, resumption of production after
an interruption.

TECHNICAL SPECIFICATIONS

Each array is equipped with the following:

↗ **3 Servers, Xeon 6-core dual processors, each with 144 Gb RAM.**

↗ **1 storage array, 120 TB usable*.**

↗ **2 firewall, in failover.**

↗ **2 switches, in failover.**

↗ **1 optic fiber Internet port**.**

The entire system is virtualized to enable sharing and dynamic allocation of resources.

MONITORING & ALERTS

Functions and processes monitored include:

↗ **Internet connectivity.**

↗ **Synchronization line connectivity.**

↗ **Usable space/allocated space (SAN/NAS).**

↗ **Memory use.**

↗ **CPU use.**

↗ **Processing loads.**

Alerts are reported in real time to the Orphea technical team.

AUDITING

A set of procedures is defined with our partner Iliad making it possible for our clients to visit and audit
the premises hosting the production array.

(*) SAN-type (databases) and NAS-type (media files) storage. Allocation of additional storage space is dynamic, without service interruption.
(**) IP transport is provided by our partner LEVEL3. Each array has its own autonomous access, with a total bandwidth of 1 Gbps.

AVAILABILITY

Service commitment assumes a datacenter availability beyond 99%.
Maintenance operations are performed without interrupting the production.

SERVICE LEVEL AGREEMENT

↗ **The Datacenter is available 24/24 and 7/7.**

↗ In terms of internet bandwidth / internet access:
Service Level Agreement provided by **Level 3**.

↗ In terms of energy supply / cooling:
Service Level Agreement provided by **Iliad**.

↗ In terms of operability of the DAM system: Service
Level Agreement provided by **Algoba Systems**.

↗ **Support Services Standard: 5/7 - working hours.**

↗ **Extended Support Services: 7/7 - working hours.**

↗ **Maintenance: Service Level Agreement provided
by Algoba Systems, regarding software defects.
Tickets handling performed via CRM.**

SOME CLIENTS HOSTED BY ORPHEA
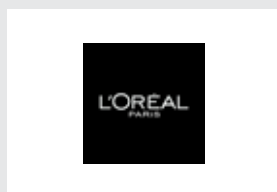
Photos, videos and PDF
publications.

Photocenter of the Group
and its subsidiaries.

13 million of photos stored.
19 TB storage.

Photos and PDF
publications.

Photos, videos and PDF
publications.

Approx. 40 countries
contributors and users.

Photos, videos and PDF
publications.

Database shared by all
the brands of the Group.

Former PPR Group.

Photos, videos and PDF
publications.

Approx. 40 countries
contributors and users.

(London, LA, Miami, NY
and Sidney): 8,6 million
of photos stored.
11Tb storage.

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