



**ContactBuilder**

**Technical/Service**

<b>Technical Specifications</b>	
Environment/development tools;	Microsoft IIS, Microsoft ASP & Dreamweaver.
Database;	Microsoft SQL Server.
Data Access;	From a fixed IP address we can provide you with access to your data to run your own queries/reports using third party SQL reporting tools.
Backup;	A SQL backup of data is made daily FTP access can be made available to read the backup data whenever you wish. Backup data can also be used to make a local copy of data for additional security or reporting.
Security;	User-defined usernames and passwords can be set by your system administrator. Passwords can be set to expire and require a reset after a preset period.
Service levels;	The system has better than 99.9% availability through a service level agreement with Force 10 a leading UK hosted services supplier. Full details of the service level agreement are available on request.

If you need to know more, or would like to see an online presentation, please contact:

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