



Redkite Systems provide a free secure hosting service. Your applications can be installed and accessed on our dedicated, secure hosted servers or you can install on your own server if you wish.

Who provides the FREE hosting service?

Redkite Systems offer a FREE web hosting service which is managed and maintained on a 24 x7 x365 basis by Rackspace with a guaranteed uptime of 99.98%. The applications are supported by Redkite Systems.

Can any Redkite system be hosted?

The free hosting service is available to existing and new Redkite Systems customers and you can benefit from the hosted service for all Redkite Systems products.

How secure is my data?

Redkite Systems takes the security of your data very seriously and Rackspace have rigorous security in place to protect your data.

Your data is encrypted in transit using https protected with a trusted Thawte 256-bit SSL certificate. Sensitive personal data is also encrypted when at rest.

Our single sign in portal provides you with tools to set you own security to enforce long and complex passwords and the frequency at which passwords must be changed.

Rackspace hold SOC 1 and SOC 2 certificates and are also accredited to ISO 27001:2013. All your applications and data are held in Rackspace secure data centres. No data is held on Redkite Systems premises or hardware.

Redkite Systems hold ISO 9001:2015 and apply rigorous cyber essentials policies.

How frequently do you undertake data back-up?

Your systems and data are backed up incrementally every day with a full back up being made each week (on a Tuesday). The data is retained at two secure sites: the primary site and a secondary site. Both sites are secure data centres managed by Rackspace. Data is encrypted using AES 256-bit encryption and retained for 4 weeks.

Do you have Disaster Recovery in place?

Yes. We have a secondary server, which is an identical copy of the primary server, at a second secure site. The secondary server is also maintained by Rackspace, and it has an identical security specification to the primary server. Data is piped between the operational and secondary server to ensure the fastest possible recovery in the event of a disaster at one centre. The maximum RPO and RTO is 24 hours.

What happens if something goes wrong?

Redkite Systems deploy a 'high availability' server with no single point of weakness. This means that if one component in the system breaks then a duplicate component will take over. Normally the workload is shared between both components but the system can operate fully and without any deterioration in performance whilst the faulty component is repaired or replaced.

How do you handle downtime for maintenance?

Rackspace guarantee that the service will be available 99.98%. However, they and we do have to undertake essential maintenance now and again. When this happens, you will be notified at last 48 hours in advance, longer where practicable.

If I accidentally erase data, can you help?

No problem. Let us know as soon as you can and, if it is not recoverable, we will restore your system to the point of the last back-up. In this eventuality, you will lose any inputs since the last back-up.

As an existing customer can I switch to the free hosted service?

Yes. Many of our clients have switched and we do not normally charge for moving your system? You can also move away from our hosted server, if you wish, but a charge may apply

Can a hosted solution reduce initial and on-going costs?

Generally, the free web-based hosting solution from Redkite Systems has been welcomed by IT staff as they do not have to provide servers or support. This is of special benefit to smaller companies. Savings can also be made on SQL Server user licences as these are included in the free hosting service for all Redkite Systems products.

We have a policy that prevents the use of external hosting?

Even where your company does not permit external hosting, we would recommend using the free hosted service in the initial set-up and training stages. This allows Redkite Systems support personnel to provide direct on-line help and clean any errors while you are on the telephone talking to us! We will move your system to your own web server on a date agreed with your IT department. There may be an additional cost for setting up on your own server. Please note that Redkite Systems do not provide any hardware or network expertise.

Can a hosted solution reduce the time it takes to implement the system?

Past users have benefitted in reduced implementation times: the web-based application means systems can be 'rolled-out' across your organisation instantly, no matter how geographically dispersed. There is no need to install software on your workstations*. All you need is a PC, tablet, or smartphone with a connection to the internet and, assuming you have authorisation, you can access your customised system portal.

*Adobe Reader and MS Excel or similar must be available on local workstations for local report generation.