

## Servers and Software that Effectively Host eLearning Programs of Any Size

### Connecting Students to Learning

A successful online program requires more than a Learning Management System (LMS). Reliable software, hardware and connectivity systems must deliver that LMS to end users. eClassroom's technology infrastructure ensures that eLearning programs are available and running at maximum effectiveness whenever students are ready to learn.

eClassroom's comprehensive, on-demand eLearning platform is a full Software as a Service (SaaS) provider. To support this model of software delivery, the eClassroom IT infrastructure was created with flexibility and reliability in mind to support large-scale, fully online schools. Because eClassroom provides unparalleled system reliability and availability in the delivery of online programs, schools can offer a solid reputation in online learning programs.

### Ensuring Program Availability

For any online school, being available when students log on is crucial to the school's completion, retention and graduation rates. Downtime in all eLearning environments typically doesn't come at odd hours, but when there is high traffic. Any downtime can be too much, especially when students are engaging in critical activities such as exams and homework assignments. That is why eClassroom's SaaS model is uniquely designed for multiple redundancies at every possible point of failure.

### Delivering Exceptional Performance

Availability is not the only critical measure of a successful online learning environment. It must also meet high standards of performance (speed), scalability, security and accessibility to satisfy all of the needs of users. These are all critical focal areas for the eClassroom IT infrastructure.

### Tracking System Performance

The ability to monitor system performance and to report any issues before they impact system users is as important as maintaining a scalable and secure hosting environment. eClassroom utilizes over 13 separate industry-leading reporting and system monitoring software applications, as well as engages an external world-wide monitoring company, all of which provide the following:

- *24/7/365 system health and performance monitoring.*
- *System connectivity checking from multiple national and international locations.*
- *Threshold monitoring on multiple tiers and components.*
- *User trend analysis.*

<b>Multiple redundancies to ensure reliability.</b>
<b>99.96% uptime from 2004 through 2008.</b>
<b>24/7/365 system health and performance monitoring.</b>
<b>24/7/365 customer support.</b>
<b>Three geographically-separate datacenters.</b>
<b>Fully redundant and scalable power and cooling systems with generator backup and multiple diesel providers.</b>
<b>Highly scalable bandwidth based on 1000 Mbps technology.</b>
<b>Internet connectivity based on five redundant Tier-1 ISPs.</b>
<b>Scalable storage space options.</b>
<b>Offsite disaster recovery systems.</b>
<b>Daily, weekly and monthly system tape backups.</b>
<b>Intrusion detection systems.</b>
<b>Security risk assessments performed quarterly.</b>

*All of the Software, Hardware, Internet Connectivity, Monitoring and Expertise for Successful and Scalable Online Programs*

**Supporting Technology with Expertise**

eClassroom’s technical support teams provide schools with peace of mind. These multifaceted, experienced teams are dedicated to ensuring that systems are available and running at industry-leading levels. eClassroom clients have access to eClassroom’s expert team of network and program engineers, as well as the Help Desk.

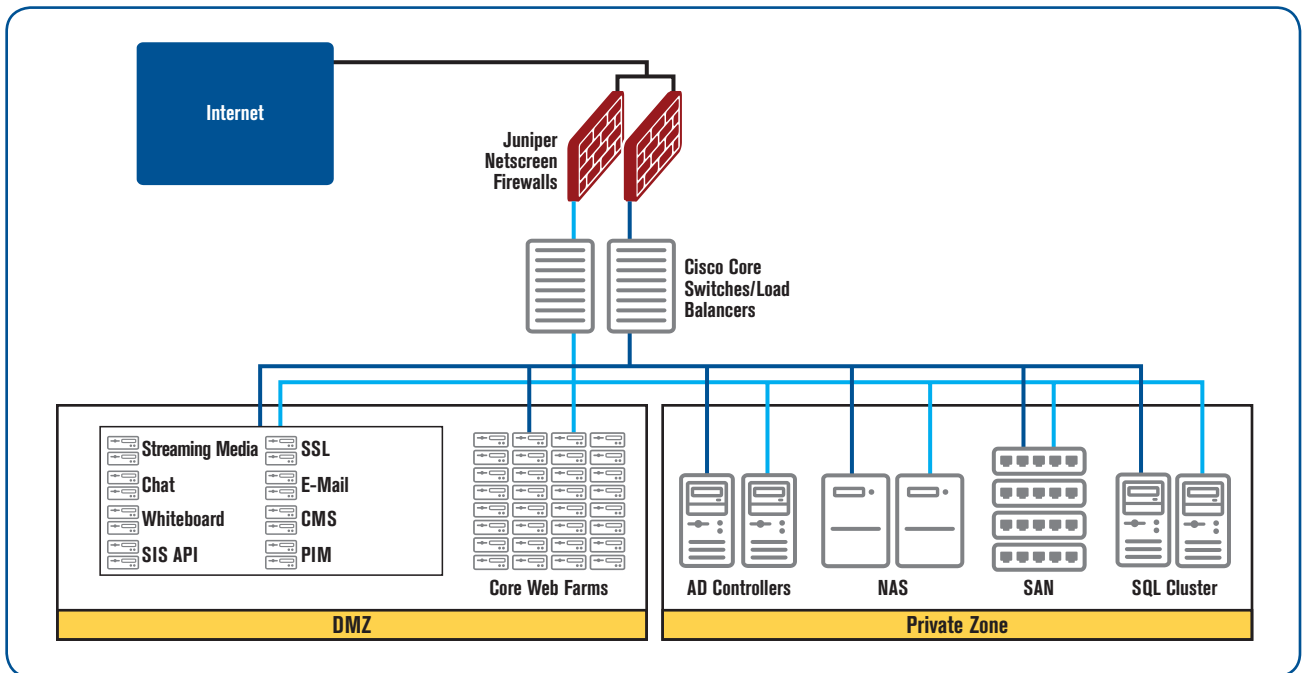
- *Multiple on-call engineering teams available through eClassroom’s 24/7 Help Desk.*
- *Industry-recognized expertise that includes staff members with certifications in MCP, MCSE, MSCE+I, MCDBA, CISSP and CCNA.*

**Providing Reliable Program Access**

eClassroom’s system availability also provides redundant connectivity to help overcome network issues or problems with the Internet itself. eClassroom is committed to the 24/7/365 availability of a school’s program because anything less is unacceptable for a complete eLearning program. eClassroom demonstrates this commitment through:

- *Full gigabit Ethernet connections to five separate Tier-1 upstream providers.*
- *Automatic data rerouting if one of the connections should ever fail.*
- *NIC Teaming and Gigabit Ethernet Capability to the individual server level.*

**eClassroom Hosting Environment**



*The eClassroom IT infrastructure reliably supports the delivery of fully hosted online programs of any size.*