



The Five Keys to Enterprise-Grade Security and Infrastructure for On-Demand Wikis

White Paper

Overview

As enterprises adopt wiki technology as part of their standard business processes, a critical question facing IT is how to achieve enterprise-grade standards. Due to the complexity of the technology and the importance of your business-critical data, your wiki solution must be just as robust as the rest of the enterprise, if not more. While IT's instinct may be to achieve this security and reliability with an in-house solution, this paper will discuss how an on-demand solution actually provides a more robust solution.

The five keys to delivering enterprise-grade on-demand wikis are:

- 1) Security
- 2) Scalability
- 3) Performance
- 4) Reliability
- 5) Disaster Recovery

Why Wikis?

Security

World-class security requires more than just password management. It must be built from the ground up, at every level. Whether in-house or on-demand, you need the highest possible levels of the following:

- Physical Security
- Network Security
- Application Security
- Secure Internal Policies and Procedures

Achieving this level of security with an in-house wiki solution can be costly and difficult, even if the software package itself is open-source and free. By contrast, world-class “defense-in-depth” security is included in every business wiki from PBwiki, including physical security, encryption, user authentication, and application security:

Physical Security

- Dedicated Servers
- Physical access limited to trusted employees
- 24/7 video monitoring
- Biometric access control

Network Security

- IP Access controls (IP tables)
- Encryption for all administrative traffic (HTTPS, SFTP, SSH)

Application Security

- Custom-hardened Unix kernels (Debian Linux, grsec for custom-hardened kernel)
- HackerSafe continuous monitoring

Policies and Procedures

- Detailed background check
 - Employees prohibited from accessing private data
 - PBwiki claims no ownership of your data
 - 24/7 monitoring and escalation
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Scalability

Integrating wiki technology into knowledge management and collaboration can bring many benefits, but if the technology can't scale, this can result in many headaches as well. As the various departments and groups within your enterprise weave wikis into their daily activities, the amount of traffic and data generated can balloon rapidly. Rather than worrying about server performance, and adding additional boxes as your implementation scales, PBwiki's hosted solutions provide seamless, proven scalability.

In addition to the scalability of an organization's particular wiki, each PBwiki client also benefits from PBwiki's overall scale. PBwiki's customer base, the largest of any on-demand host of business wikis, provides high-quality customer feedback that drives product innovation. A large customer base also creates the opportunity for members of the user community to collaborate and share best practices. PBwiki's community forums have over 10,000 members and 12,000 articles and posts, and are growing by an average of 75 posts per week.

PBwiki has proven its ability to scale, with the largest customer base and the best track record of service reliability. PBwiki supports:

- 300,000+ hosted wikis
- More wiki pages than the English language version of the Wikipedia
- 1.5 million people each month visit a PBwiki hosted wiki

- PBwiki handles 1,800 wiki edits per hour
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Performance and Reliability

Other critical factors to consider are performance and reliability. Adopting wiki technology to improve the productivity of your enterprise will prove fruitless if poor application performance offsets those gains. While on-demand vendors have to contend with the vagaries of the Internet, their ability to focus and devote more resources to performance and reliability generally allows them to deliver better performance than any reasonably-priced in-house solution.

PBwiki has a long track record of superior performance, with page load times worldwide averaging less than 1.5 seconds. And by building in redundancy such as multiple Tier-1 backbone providers, PBwiki delivers 99.99% uptime to its many clients, including 1/3 of the Fortune 500.

Disaster Recovery

Given the importance of the information contained in enterprise wikis, disaster recovery is essential, especially when the wiki is itself a source of important operational data and procedures. Disaster recovery is an area where on-demand providers shine, since they can amortize their investment across numerous customers.

For example, PBwiki offers highly redundant data storage. Every single page edit that takes place is copied to three separate servers to provide extreme redundancy. In addition, all data is backed up with encrypted offsite storage, which allows full disaster recovery even in the event of a complete failure of the main production facility. PBwiki users may also schedule their own backups so that they can meet their standard corporate data backup policies.

Conclusion

Wikis represent a strong solution for enterprise collaboration. Rather than having to install and manage wiki software, you can achieve greater reliability and performance by choosing the right on-demand vendor. Thanks to PBwiki's ability to focus on and devote massive resources to security, scalability, performance, reliability, and disaster recovery, we can provide a more robust solution than any in-house effort, at a fraction of the price.

About PBwiki

PBwiki is the world's largest provider of hosted business wikis. We host over 300,000 wikis, serve millions of users per month, and 96% of business users would recommend PBwiki to a friend. Leading companies from AT&T to Wal-Mart, including 1/3 of the Fortune 500, choose PBwiki to help them with knowledge management, collaboration, project management, and a host of other business processes and workflows. PBwiki's investors include Ron Conway and Mohr Davidow Ventures.

Questions?

Please email sales@pbwiki.com or call 1-866-945-4463.