ZoneFox

HOSTED VS. ON PREMISE

Hosted vs. On Prem Costs

		Hosted	On-Prem
		Cost included?	
Support	Application Support, Training and policy generation	✓	✓
	Initial platform build to a level where ZoneFox can be installed	✓	✗
	Hardware support including OS patching and security configuration	✓	✗
	Operating system installation, configuration and support (ongoing) • Windows server including IIS • Ubuntu server including Kafka • Data platform - Elasticsearch	✓	✗
Platform Monitoring	24/7 Hardware & software monitoring	✓	✗
	24 hour Recovery Point Objective (RPO)	✓	✗
	Disaster recovery	✓	✗
	Geo Redundant backup and recovery	✓	✗
	AWS environment security monitoring	✓	✗
Infrastructure & Security	Regular and Emergency Infrastructure Security Patching	✓	✗
	Encrypt the storage of your data	✓	✗

Hosted vs. On Prem Responsibilities

	Hosted	On Prem
1	We use AWS to deploy and host ZoneFox on your behalf	You must provide appropriate hardware / hosting to support ZoneFox
2	Your service is run and maintained by ZoneFox experts. This includes: • Server OS patching • Elasticsearch administration & maintenance • Updating ZoneFox components • 24/7 monitoring of your infrastructure	You must run and maintain your own hardware / hosting to support ZoneFox
3	ZoneFox will ensure that: • Access to your Hosted ZoneFox environment is locked down to traffic coming from specific IP addresses provided by the customer, and all traffic travels over HTTPS with a valid certificate provisioned by a trusted CA. • Data in transit between the endpoint agent and the collector server is protected • All data at rest within the Hosted ZoneFox environment is encrypted using AES-256 • Change management procedures are in place, and that all changes are reviewed before being implemented and any potential impact to availability or security is assessed.	You are responsible for ensuring that: • The place you deploy ZoneFox is secure. • HTTPS is configured correctly to secure data in transit between the endpoint agent and the collector server • Data at rest within your ZoneFox environment is secure • Change management is in place for any changes which affect the environment where you are running ZoneFox.
4	Hosted ZoneFox takes advantage of the resilient infrastructure provided by AWS to reduce the impact of an event like a hardware failure.	If your hardware fails, it is your responsibility to fix it

Hosted vs. On Prem Responsibilities

	Hosted	On Prem
5	Automated backups are taken of all data held in a customer's Hosted ZoneFox environment daily and these backups are retained for 7 days. (We take geo-redundant backups, meaning that the original data is in Ireland, and we have backups in both Ireland and London).	You are responsible for taking backups of your data, and storing/retaining this data as you see fit.
6	The security team at ZoneFox continually monitor a variety of threat intelligence sources for new threats which could affect the Hosted ZoneFox platform.	You are responsible for being aware of any threats which could affect your ZoneFox platform.
7	The security team at ZoneFox monitor a variety of sources for suspicious activity across our entire AWS estate and have real time monitoring and alerting capabilities in place.	You are responsible for monitoring and detecting any threats which could affect your ZoneFox platform.
8	Hosted ZoneFox customers are the first to receive platform updates and new features.	Platform updates must be scheduled between ZoneFox and whoever manages your hosting. Upgrades will require involvement from customer's team to grant access to and update the platform on which ZoneFox runs.
9	Hosted ZoneFox customers benefit from faster diagnosis and fixes for operational issues due to the ZoneFox team being able to quickly and securely access your ZoneFox system.	ZoneFox support team will require access to your ZoneFox system in order to diagnose and fix any operational issues.