

## General Outline

ACT!Remote! understands that security and confidentiality of information is a key element to the success of the application services we have developed. The following information provides a basic outline of the architecture of the network, and associated components that serve to strengthen the security model of the service.

**Client connection –**  
Uses Citrix ICA thin client emulator to access Metaframe services running in the data center.

ACT!Remote! uses Citrix ICA/metaframe to support multiple client platforms (computer types and operating systems), and to introduce additional layers of encryption and fault-tolerance to the environment.

Data does not move “across the wire”. Rather, the client computer becomes the equivalent of a “dumb terminal”, and simply connects to the computing environment residing in the Data center.

**1.** Connecting point: Web Servers for login services: these are the only servers available via the Internet.

**2.** Load-balanced terminal servers – these provide the workstation “sessions”. You must successfully login before you connect to one of these servers.

**3.** Load-balanced or dedicated application servers – these provide the application or support services (email, database, etc.). The only way you connect to one of these is if you successfully launch a terminal session, and that session is setup with permissions to connect to these servers.

**4.** Secure data servers – this is where most of the data is stored. These servers are only accessible on the internal network by active, permitted sessions running on the terminal and application servers.