



MetaPack
Systems Architecture,
Resilience
and
Support



MetaPack Systems Resilience and Support

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1) MetaPack Architecture Resilience

1a Introduction

MetaPack Architecture Resilience - Software as a Service, offering a robust and resilient solution

MetaPack's Intelligent Delivery service is available as a Software as a Service (SaaS) application and, therefore, MetaPack is focussed in ensuring continuity of service and error-free operation as far as practicably possible.

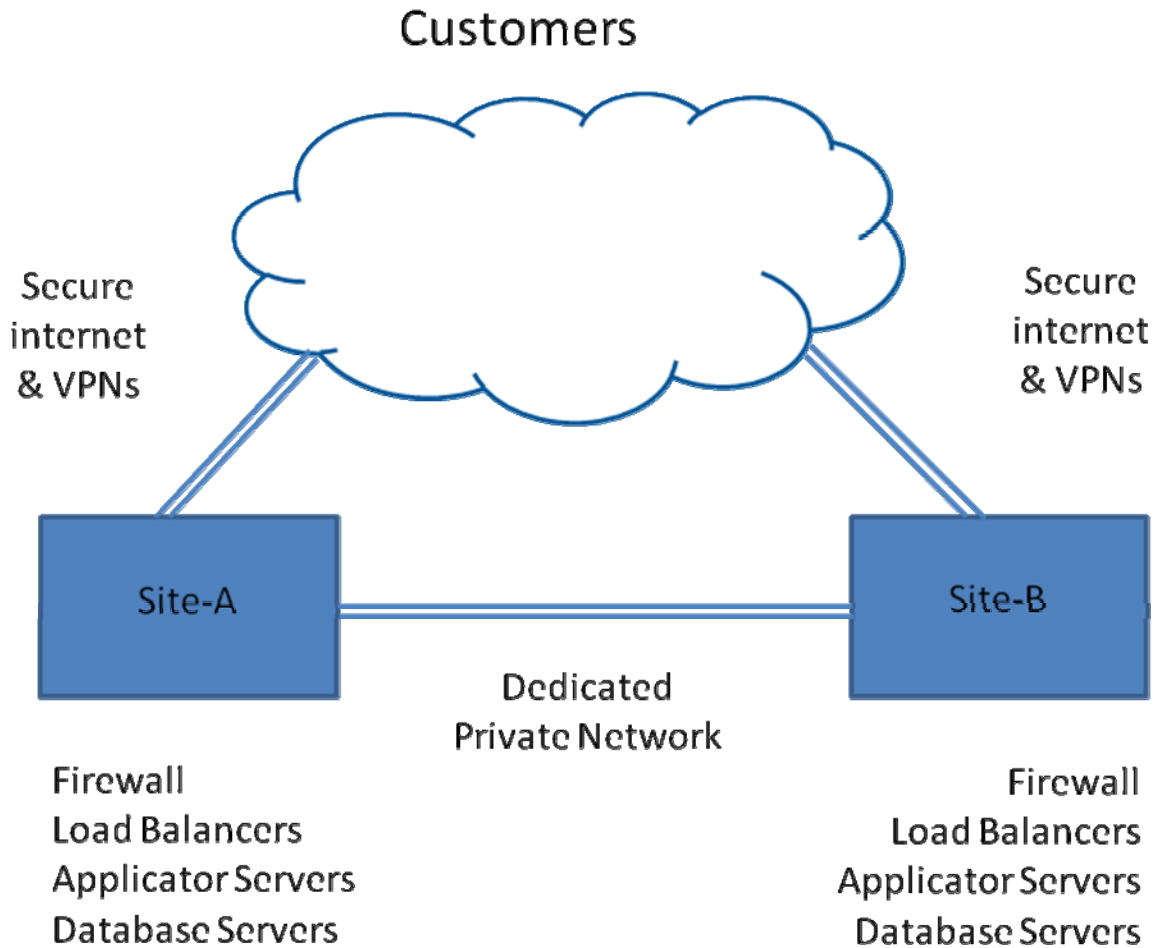
In reality, there will be an element of 'planned' downtime. Planned downtime is where the system is brought offline in order to execute upgrades and servicing of the application, which, in reality, is carefully managed to coincide with the least busy periods (based upon the known aggregated customer profile), usually the early hours of the morning or at weekends. As with most system applications, planned downtime is, of course, necessary in order to ensure that 'unplanned' downtime is kept to an absolute minimum – unplanned downtime might be caused by an unexpected action such as a hardware failure, application failure, communication link failure, database failure, etc.

To support this, MetaPack's approach to resilience centres around having spare or duplicate hardware and network capability for all critical areas; removing as far as possible all single points of failure. Therefore, if one item of equipment stops functioning for whatever reason, the spare, duplicate or parallel equipment is used as the back-up or its activity increases to absorb the additional load. MetaPack apply this resilience philosophy at multiple points of the complete architecture, including: physical site, application and database servers, database hardware level, instance of software application code, instance of database, communications link between sites and communication link to the internet.



1b Areas of Resilience and Recovery Operation

The diagram below shows, at a high level, the MetaPack infrastructure and the multiple-points of communication links.



1c Examples of Resilience and Recovery

Example 1 – Primary and Failover Site

MetaPack has two sites, Site-A which is referred to as the Primary Site and Site-B which is referred to as our Failover Site. Site-B is a replica of Site-A, with matching hardware and communication configurations. During the application operational process the updated data is sent from Site-A to Site-B to ensure a parallel working environment.

In the event that something was to happen to Site-A (such as a natural disaster such as a flood or fire, resulting in total outage), then the operation would completely failover (switch) to Site-B, which would then become the Primary site. Site-A would be re-commissioned as quickly as possible. Once the Site-A is fully functional, it can be re-established as the Primary site by failing back to it, or it could be left as the Failover site.

Example 2 – Application Failure

At each site, MetaPack has multiple instances of application code. These instances all interoperate with the application database at that site. Architecturally, above the application instances is a site Load Balancer which manages the user activity across the instances. If an instance fails the Load Balancer will divert the user activity onto the remaining instances. If all instances failed the Load Balancer would divert the user activity onto the application instances at Site-B. It should be noted that the application servers are independent of the database servers and that the application servers at Site-B can work with the database at Site-A and vice-versa (as explained in more detail below). Therefore, by maintaining these failover application instances of code, if something were to happen to the Primary, e.g. an operating system failure, hardware failure, communication / network failure, MetaPack would automatically failover to the application instances at the other site.

Example 3 – Database Failure

MetaPack has two database instances for each application, one at the Site-A site and one at Site-B. The first instance of database is referred to as the Primary Database Instance and every transaction that is generated by the application writes to that instance of database. The second instance of database at the Site-B site is referred to as the Standby Instance of database. Every transaction that occurs on the Primary instance of database is sent via 'redo logs' to the Standby instance of database.

In the event that Primary instance of database suffers from an operating system failure, hardware failure, communication, network failure, etc., MetaPack would failover to the Standby instance and that instance of database would then become the Primary where every transaction that is generated by the application writes to that instance of database and creates the 'redo logs' for subsequent back-up and recovery.

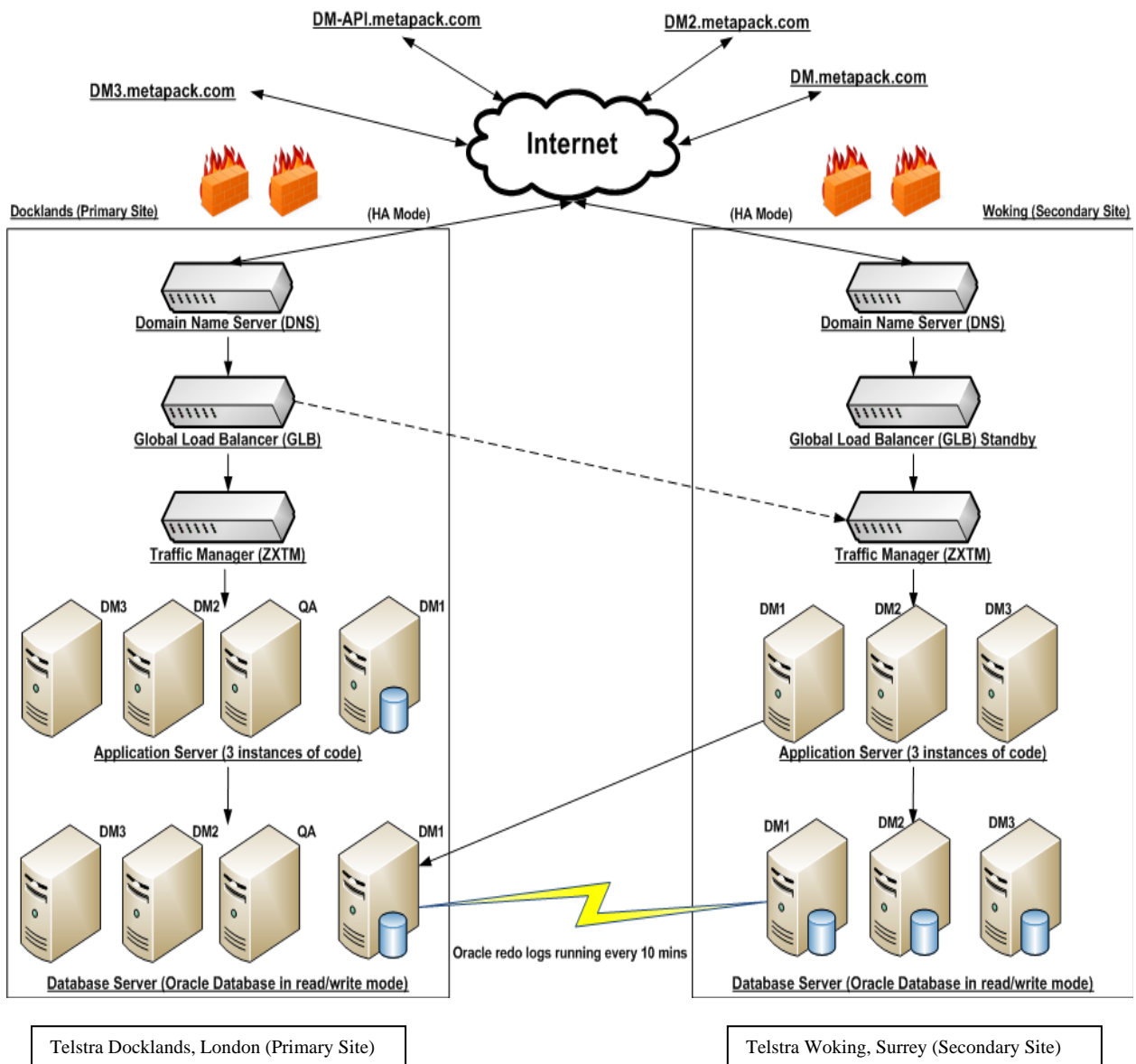
In summary, MetaPack has implemented and supports an extensive and robust SaaS model to provide its customers with the peace of mind of knowing that they will only experience little or no downtime, even if a serious malfunction should occur.

1d Operational User Experience

Operationally, users will be unaware of the fault tolerance and resilience processes working on their behalf in the background and outlines below:

1. The user types in the URL of <http://dm.metapack.com> in their web browser.
2. The user information goes out through the public internet (in some cases it will be over a customer specific private and dedicated line) and that information makes its way to the MetaPack Domain Name Servers (DNS).
3. The URL resolves in the DNS and the DNS forwards the request to the Global Load Balancers (GLB's).
4. The GLB's process the request and sends a message to both Site-B and Site-A to assess the availability of both sites. Site-A is set as the primary site (within the GLB) and all traffic will be directed to the Site-A Traffic Manager (ZXTM).
5. In the event that the Site-A site is unavailable, all traffic will be sent to the Site-B site and this process of diverting traffic is done by both the GLB and ZXTM without human intervention being required.
6. The ZXTM at both Site-B and Site-A have 3 instances of application code setup. The ZXTM's balance the traffic evenly across all 3 instances of code. The Site-A site is the primary site for all ZXTM traffic. In the event of an application failure at Site-A all traffic is automatically sent to Site-B.
7. The Site-A Oracle Database is set to read/write mode. All application traffic is sent directly to the Site-A database.
8. The Site-B Oracle database is set to standby mode. The Site-B database receives Oracle redo logs from the Site-A database every 10 minutes.
9. In the event of a failure of the Site-A database, a manual database failure process is started by internal MetaPack database staff.

User Experience schema for DM Shared



1e Additional Operations to Ensure Resilience During Peak Retailer Periods

MetaPack's clients include the majority of the largest retail brands in the EU. Therefore, it operates a continually-managed contingency framework as part of its commitment to support the seasonal peaks in demand experienced by retailers during the year, especially during Christmas, when adverse weather conditions exacerbate the issues faced during this busy period.

MetaPack Peak-Planning Contingency consists of:

1. Hardware Resilience

MetaPack's systems architecture operates within dual 'tier-3' data centres based in London and Woking which mirror data silos in real time. Tier-3 represents the highest-level of data security and provides:

- Higher resilience, better power provision and longer uninterruptible power supply, much higher physical and network security
- Additional and improved interconnectivity between the sites using MPLS, i.e. multiple routes between DC's (previously there was a reliance on two single (asymmetrical) dedicated links)
- Additional rack capacity
- New switches and other hardware – improved capacity and functionality, plus additional resilience
- Greater investment in hardware and communications, including an expanded data pipe into MetaPack's Head Office in Laystall Street where systems are monitored.
- Use of new technology and infrastructure changes to allow support staff to work from home and access customer sites (where necessary eg. in the case of extreme weather or disaster) whilst retaining compliance with the highest security levels.
- Additional network and hardware monitoring with alerts not just for failure, but also for service-level threshold notification.
- Full performance/volume test for SaaS-based systems.

2. Support Staff

- Shift patterns are altered for support staff to cater for longer and varied fulfilment hours experienced by retailers during peak.
- More staff trained to provide out-of-hours cover and second line support.

3. Application Enhancements

MetaPack is continually improving its software architecture to reciprocate the above hardware and human resource contingency measures. An example of this can be seen in the way MetaPack has separated the Consignment Search (Customer Service) Database from its Warehouse Database in order to protect mission-critical Warehouse operations from Customer Service activity. This means:

- The Consignment Search database sits on a separate server to the Warehouse Database, thus enabling greater load, resilience and scalability

MetaPack can perform maintenance and upgrades on just the relevant database, rather than resorting to planned downtime for the whole system. e.g. customer service and communications issues no longer affect warehouse operations.

- Improved and expanded API calls which offer:
 - Internationalisation, e.g. better time/clock stamping, landed cost, break-bulk (parent-child)
 - The ability to void labels and incorporate new consignment statuses
 - General and continual enhancements based on customer feedback
- Introduction of *Apache*-based servers to deliver the best data balancing across servers
 - Additional 'instances' (a virtual environment within which clients using MetaPack SaaS products operate) or servers can be activated without the need for planned downtime.
 - Dynamic allocation of 'instances' means that users are assigned the performance 'instance' available on login, rather than be maintained on an 'instance' located on a server which may become over-subscribed and, thus, slow.
- Additional web services security

1f MetaPack Software Support

Who hosts MetaPack’s hardware and what is the hardware configuration at each site (VMWARE etc). What resilience exists in the facilities?

Our infrastructure is hosted with Telstra at their facilities in London Docklands and Woking, Surrey. Operating systems utilised are a combination of Ubuntu O/S (80% of hardware) with the remainder operating under a Windows, Red Hat and VMWare environment. Hardware is mostly Sun hardware with some Dell hardware in the mix.

For system topology, please refer to section 1b entitled ‘Areas of Resilience and Recovery Operation’.

What guaranteed bandwidth is available?

We run a burstable Internet bandwidth package, meaning there are no real restrictions on the internet bandwidth.

What Service Level Agreement is in place with your hosting company?

Service levels are as follows:

| <i>Severity Rating</i> | <i>Response</i> | <i>Resolution</i> |
|------------------------|-----------------|-------------------|
| 1. | Immediate | 4 Hours |
| 2. | 30 Minutes | 8 Hours |
| 3. | 2 Hours | 5 Business Days |

What are the procedures in the event of a partial or full failure?

Please refer to section ‘Examples of Resilience and Recovery’ in this document where the procedures for three scenarios, Primary and Failover Site, Application Failure and Database Failure are detailed.

What is your the uptime level?

99.56% site uptime since independent monitoring started on the 13/07/2009

What was the downtime, why and what effect did this have on your clients?

System downtime is 0.44% (ie 100% - system uptime of 99.56%). There is no typical way that downtime affects customers as each and every one operates differently. Also, downtime may occur out of the user's daily operating periods, so, again, the impact of failure may be negligible.

Describe how we would operate in the event that MetaPack's service was unavailable?

In the extremely unlikely event that MetaPack suffered a complete failure at both sides for any significant period, we recommend that clients switch to their own contingency plan. Because MetaPack is utilised at the end of a typical pick and pack process (i.e. to produce the carrier label), such a contingency plan doesn't have to be particularly complicated: operators usually revert to using the carriers' own system online. This means the decision about which is the most appropriate carrier is taken by the Packer who will then manually enter consignment details such as name and address of recipient and pickup address into the carrier's own system online to produce the label.

2) MetaPack Software Support

2a Introduction

MetaPack Support - More than just software

The MetaPack Product Performance Team (support team) offer a wide range of skills and experience ensuring that all issues raised are dealt with as quickly and efficiently as possible. Support issues are categorised into several areas including (not an exhaustive list) carrier allocation, database, GUI, label printing, manifesting and reports.

All support calls are answered by MetaPack employees (we don't use external call handlers.) The MetaPack Product Performance Team is contactable by phone or e-mail during the business hours of 09.00 to 17.00 Monday to Friday.

24 * 7 support can be arranged for an additional fee.

| CATEGORY | DESCRIPTION |
|---|---|
| Support | Standard Service |
| MetaPack Support Monday to Friday 09.00 to 17.00 (excluding bank holidays) | <ul style="list-style-type: none"> S1: Resolution of questions and advise relating to the software submitted by e-mail to dmsupport@metapack.com |
| | <ul style="list-style-type: none"> S2: System stop/starts relating to MetaPack issues |
| | <ul style="list-style-type: none"> S3: The diagnosis of faults in the software and the rectification of such faults by issue of "patch" fixes to the software |
| | <ul style="list-style-type: none"> S4: Correct failed manifest processes if not rectifiable by the user using the standard GUI functions for resending manifests |
| | <ul style="list-style-type: none"> S5: Correction of interface failure (where it is a MetaPack problem), this covers file import and API's |
| | <ul style="list-style-type: none"> S6: Information on forthcoming release upgrades ("releases") of the software |

| CATEGORY | |
|---|--|
| Support | Extended Service* |
| MetaPack Support Monday to Friday 09.00 to 17.00 (excluding bank holidays) | <ul style="list-style-type: none"> ES1: Diagnostics for non MetaPack issues concerning APIs and file imports, and their content |
| | <ul style="list-style-type: none"> ES2: Network and communication problems within client environment , including printers |
| | <ul style="list-style-type: none"> ES3: Incorrect data input by client on set up functions |
| | <ul style="list-style-type: none"> ES4: Assistance and advice to aid the understanding of internal DM mechanisms and functions |
| | <ul style="list-style-type: none"> ES5: Assistance and advice to aid the extraction of system data in order to produce non-standard reports |
| | <ul style="list-style-type: none"> ES6: Assistance and advice in the reconfiguration of DM set up to comply with changes in client operations, business processes or seasonal demands |
| | <ul style="list-style-type: none"> ES7: Respond to client changes in related systems and databases affecting either APIs or import file structures |

*Extended Service is considered as Change Requests (CR) not directly linked to the operation MetaPack DM, and therefore chargeable. This will vary according to day/time of the week that the call/support requirement is logged.

2b Maintenance and Upgrades

In order to keep the support contract current and enjoy ‘bug free’ versions of DM all clients have the opportunity to keep their version of the relevant license modules up to date. MetaPack’s maintenance and upgrades address the needs of users across the full portfolio of software we supply.

| CATEGORY | DESCRIPTION | |
|---|--|--|
| Maintenance | Standard Service | |
| MetaPack Maintenance Monday to Friday 09.00 to 17.00 (excluding bank holidays) | Upgrades (providing updated code with additional functionality) | <ul style="list-style-type: none"> M1: Adds new functionality |
| | | <ul style="list-style-type: none"> M2: Increases carrier and service range within the DM portfolio |
| | | <ul style="list-style-type: none"> M3: Compliant with latest versions for common Databases, operating systems and internet browsers. |
| | | <ul style="list-style-type: none"> M4: The provision of fixes to bugs in the software identified by MetaPack through its own testing of software and during its support of customer sites |
| | Extended Service* | |
| | Testing Support | <ul style="list-style-type: none"> EM6: MetaPack application analysts supporting of client integration testing to utilise new functionality |
| | Training | <ul style="list-style-type: none"> EM8: Training on relevant enhancements |

*Extended Service is considered as Change Requests (CR) not directly linked to the operation MetaPack DMS and therefore chargeable.

2c Carrier Administration

Future Proofing the Future

In order to effectively future-proof MetaPack’s service to its customers, a continuous and extensive carrier administration service is executed internally and further supported by guaranteed routing and data exchange with carriers. This ensures data relating to carrier services is always current, facilitating the users’ ability to benefit from the best decisions on carrier choice, and to consistently in offering the highest levels of delivery services possible to their customers.

To complement this, an ‘extended’ service provides support for greater flexibility in changing carriers and warehouses.

| CATEGORY | DEFINITION | DESCRIPTION |
|--|---------------------------------------|---|
| Carrier Administration | Standard Service | |
| MetaPack Carrier Administration Monday to Friday 09:00 to 17:00 (excluding bank holidays) | CA1: Daily Monitor | <ul style="list-style-type: none"> Ensure electronic manifests are sent and received by carrier when client has correctly completed send from the GUI. |
| | CA2: Carrier Details | <ul style="list-style-type: none"> Rules for calculating check digits for unique parcel numbers Maintain and update details of FTP sites involved Maintain and update manifest number sequence and rules Maintain carrier parcel number range and manifest number range |
| | CA3: Carrier Service Details | <ul style="list-style-type: none"> Postcode coverage by carrier service |
| | CA4: Bank Holidays | <ul style="list-style-type: none"> Maintain available carrier delivery days and including regional variations. |
| | CA5: Carrier Approval | <ul style="list-style-type: none"> Producing test packs of labels and manifests, where required by the carrier. |
| | CA7: Carrier Capabilities | <ul style="list-style-type: none"> Update carrier capabilities such as availability by date, route and depot codes, depot areas, airfreight routes and carrier weight and dimensions limits by carrier/service. |
| | CA8: Standardised Status Updates | <ul style="list-style-type: none"> Maintain carrier status codes; translation to DM standard user status codes |
| | CA9: Carrier Databases & Interfaces | <ul style="list-style-type: none"> Maintain carrier databases and outbound interfaces (electronic manifest) and inbound interfaces (parcel status updates) |
| | CA10: Parcel Labels & Manifest Format | <ul style="list-style-type: none"> Responding to carrier ad hoc changes |
| | CA11: Routing Files | <ul style="list-style-type: none"> Update carrier routing file in order to ensure correct barcode is on the label (e.g. sort to correct depot and route). |

| CATEGORY | DEFINITION | DESCRIPTION |
|--|--|--|
| Carrier Administration | Extended Service* | |
| MetaPack Carrier Administration Monday to Friday 09:00 to 17:00 (excluding bank holidays) | EA1: Carrier Allocation | <ul style="list-style-type: none"> Response to carrier allocation queries |
| | EA2: Switches Between Carriers or Carrier Services | <ul style="list-style-type: none"> Changes to carriers and services used and their associated costs and cut off times where customer chooses not to use available GUI (graphical user interface) |
| | EA3: Introduction of new Carriers or Services | <ul style="list-style-type: none"> Provided or available at fixed cost where customer chooses not to use available GUI (graphical user interface) |
| | EA4: Set Up of Retailer Warehouse | <ul style="list-style-type: none"> Creation of new location details where customer chooses not to use available GUI (graphical user interface) Creation of carrier services from new location where customer chooses not to use available GUI (graphical user interface) |
| | EA5: Ensure correct carrier allocation logic | <ul style="list-style-type: none"> Ensure correct balance between carriers and service to meet agreed business objectives: |

*Extended Service is considered 'out of scope' from Standard Carrier Administration because configuration is actually possible by the client via user interface screens or the request is of a more complex nature. Response costs will vary according to day/time of the week that the call/carrier administration requirement is logged.

2d Fault Classification, Escalation Procedures and Response Times

| Incident Severity | Incident Logged | Action | Target Resolution |
|-------------------|--|--|--|
| Severity 1 | Immediately. Customer provided Incident details | Immediately | 4 Hour. |
| Severity 2 | Immediately. Customer provided Incident details | 30 Minutes. Immediately if not already working on Severity 1 Issues. | 8 Hours. |
| Severity 3 | Immediately. Customer provided Incident details | 2 Hours. Immediately if not already working on Severity 1 or 2 Issues. | 5 Working Days. |
| Change Request | Immediately. Customer provided Incident details | Upon agreement of time and materials amount with Account Manager and subject to a 2 day period to review the change request. | Change Requests will require 2 days to review and assess whether the request is possible. Change Requests Scripts to be delivered within 5 days of the agreed start date. |

Notes

- 1.1 The Customer must always Make available to the MetaPack's support team a suitably qualified and knowledgeable person to help with resolution of errors.
- 1.2 The response time to faults in the Software will be measured from the point when the MetaPack has logged the incident and issued a log number.
- 1.3 Where possible Severity 1 and 2 faults will have "patches" implemented as soon as possible and will be tidied up in the next routine up-grade of the Software. Where possible Severity 3 and 4 faults will be addressed in the next up-grade of the Software.
- 1.4 MetaPack's support and the Customer IT support shall agree when to re-categorise any fault to the appropriate level if a partial fix is implemented which restores some of the system functionality. If there is no agreement, the issue should be escalated by the Customer.
- 1.5 If at any time either party considers that a problem requires a higher level of effort or priority or further escalation than it is receiving or appears to be receiving from the other party, then the first party may refer the matter to the next level up in their hierarchy who will take the matter up with their opposite number in the other party's hierarchy (to be agreed on contract signature).
- 1.6 A fault in the Software will have been resolved when the MetaPack has corrected the fault, restored integrity to data lost or damaged by the fault, cured any application and control software problems, recovered the system and restored operation of the Software to full Functionality.
- 1.7 Disputes – the first stage for any dispute is to raise it with MetaPack in writing, or by email to dmsupport@metapack.com. Once MetaPack are aware of the customer complaint, it will be logged against the Customer. MetaPack will give the Customer a reference number, and will ask the customer to quote in any further correspondence about that particular dispute.

MetaPack will try to resolve all disputes with an immediate reply, but sometimes may have to undertake further investigation. MetaPack endeavour to reply to complaints by email within 48hrs and complaints by letter within 10 working days.

1.8 Service Availability

Actual System Availability % = Actual System Availability/Required System Availability * 100

Where:

Actual System Availability = System Available Hours – Planned Downtime – Unplanned Downtime

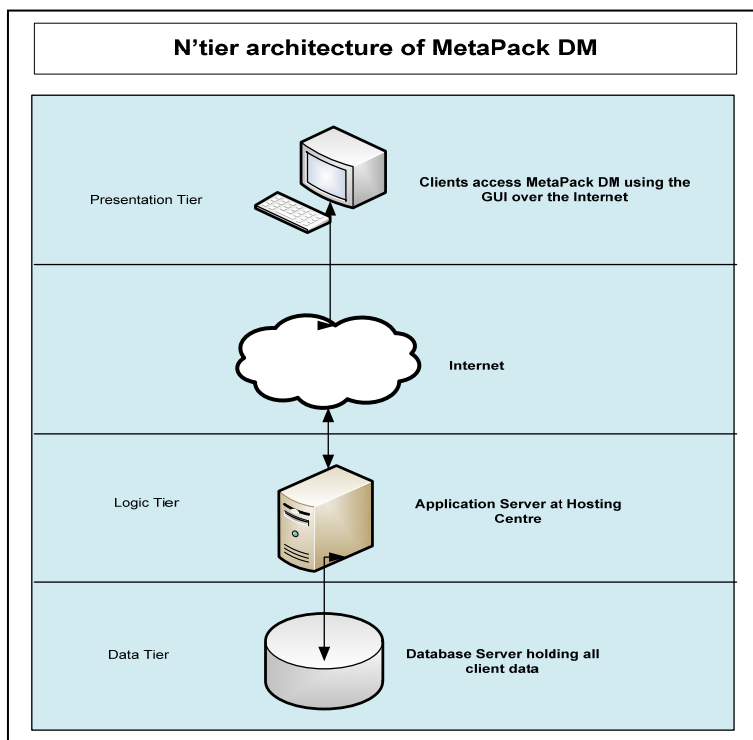
Required System Availability = System Availability – Planned Downtime

Hardware and communications failures are excluded from this calculation

The Actual System Availability % is to be no less than 99.4% in any calendar month

3) MetaPack Software Technical Architecture

MetaPack is a ‘Software as a Service’ (SaaS) solution based on an n-tier architectural model (as below), with the GUI being the presentation tier, the delivery manager application known as MetaPack being the logic tier and the database being the data tier.



An Application Program Interface layer (API) exists over the Application servers and this creates an “open” application and database that can be accessed via dev.MetaPack.com. The API suite is fully functional enabling all the features that one can do in the GUI.

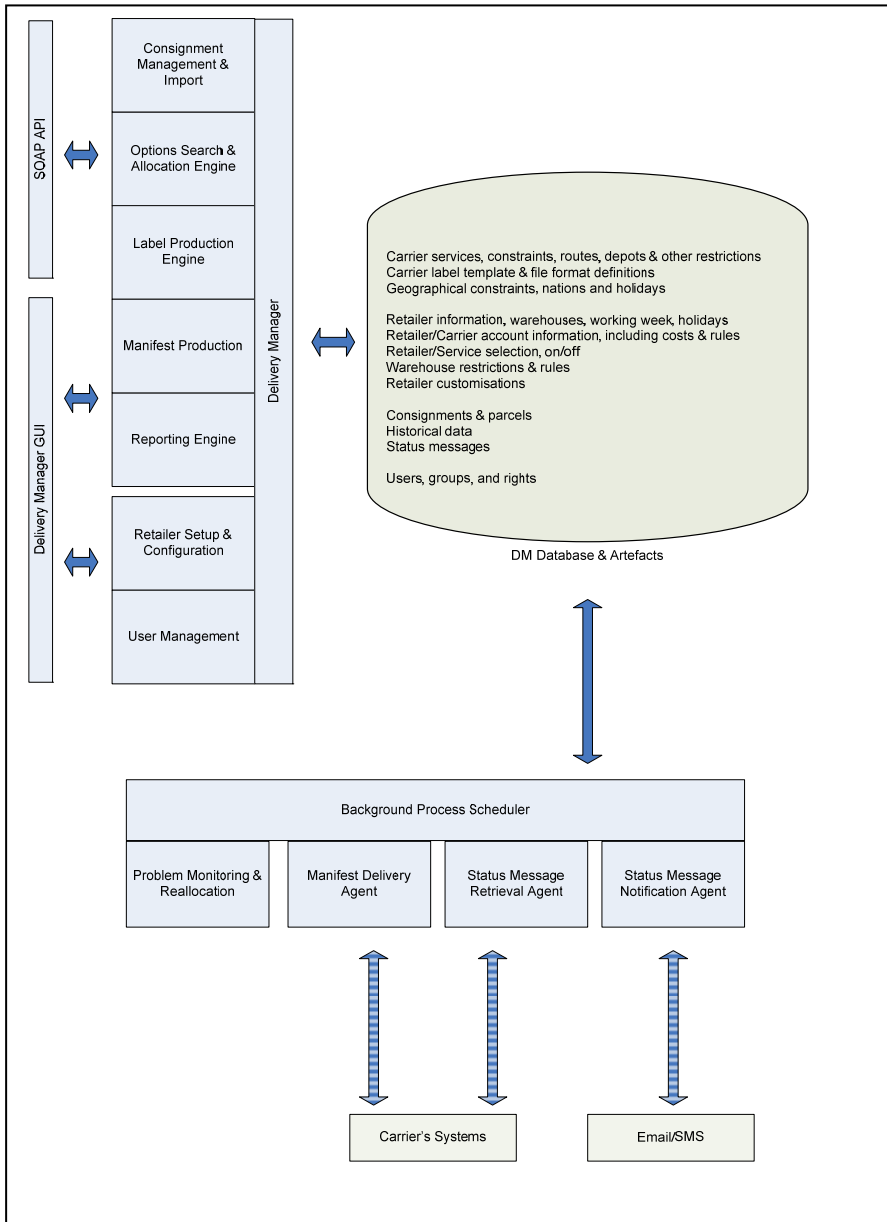
Outside of this architecture there is an email and SMS server. MetaPack software uses no third party software other than PDF.

The MetaPack database that sits within the n-tier architecture provides centrally stored data for nearly 30 carriers with over 630 carrier services (including International), service constraints, routing files and pricing enabling MetaPack to process consignments automatically and in real time.

A schematic of this database is shown overleaf, together with its relationship to the application layer and the background process scheduler. This database currently responds to over 2 million enquiries a day running at just 25% of its twin processor capacity.

For the vast majority of enquiries and calls the MetaPack DB stores the required data. It also meets a requirement to make real time calls outside of the database e.g. to a carrier for capacity booking.

The MetaPack DB is controlled by the application layer that, in turn, can be accessed via a comprehensive suite of APIs. The details of these APIs can be examined at <http://dev.metapack.com> and an engineer can log on for technical assistance.



MetaPack’s underlying applications and database is the delivery platform engine for many eCommerce platforms (Net Suite, Linworks, ChannelAdvisor, Venda etc) and warehouse management systems such as Red Prarie and Manhattan.

Please see our website MetaPack.com/partners for a full list. Some of these partners use their own user interfaces and call MetaPack as a black box. With so many operations dependent on us, we are therefore expert at version control, API changes, testing and backwards compatibility. We, therefore, have the experience required to support retailers with their needs now and in the future.

4) MetaPack Quality Assurance Policy Statement

MetaPack Ltd
Quality Assurance Policy

MetaPack is dedicated to ensuring that its products and services fully meet the requirements of our customers. MetaPack's goal is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

Our internal procedures are reviewed regularly and are held in a data repository accessible by all employees via our internal systems.

In support of the quality policy MetaPack has undertaken the following initiatives:

1. MetaPack is an ISIS-Accredited retailer. ISIS, identified by an on-site logo, identifies that the retailer has undertaken to trade in a manner that is Legal, Decent, Honest, Truthful and Fair. ISIS is accredited by the IMRG (the e-tail industry's trade body), who continually reviews and monitors services offered, and checks Business, VAT and Data Protection registrations are complete and up-to-date.

2. MetaPack's SaaS (Software as a Service) product is used to facilitate IDIS, the e-tail Charter for good delivery practice. This benchmark, introduced by the IMRG, establishes a common understanding between Consumers, transporters and retailers. IDIS suppliers of internet shopping services must provide customers with:
 - a) Clear delivery information before they place their orders;
 - b) Convenient and reliable delivery service;
 - c) Notification of any delivery limitations / conditions;
 - d) Charges that are complete and simple to understand;
 - e) Access to information on your order progress / history;
 - f) Delivery within the agreed time frame;
 - g) Helpful support with failed / late / attempted deliveries;
 - h) Goods arriving in good condition;
 - i) A clear returns process, with any limitations / conditions notified prior to purchase.

3. MetaPack's services are often part of a client's mission critical operation. In recognition of this, MetaPack's support includes defined SLA's (Services Level Agreements) to cover:

- Resolutions to queries
- System downtime
- Diagnosis of faults
- Correction of communication and system issues
- Systems upgrades
- Routine Maintenance

All customer requests are classified by severity, each with a defined response time and procedure. In addition MetaPack has a defined escalation path – up to Managing Director.

4. MetaPack as a SaaS supplier provides 24x7x365 availability and has done so for several years. In order to support this service MetaPack ensures that there is no single point of failure and provides resilience across the complete infrastructure. For example, MetaPack use two geographically separate data-centres, one replicating the other. Each site has dual power and connectivity to each other and to the internet/customer connectivity. MetaPack adopts best practice in data back-up and recovery, as well as for firewall and other security. MetaPack regularly tests the back and recovery procedures.
5. MetaPack publishes all of its API and training material on a customer portal. Client "help" is continually reviewed and assessed and made available as part of the DM product.
6. In addition to above, MetaPack:
 - Regularly gathers and monitors customer findings and feedback through CRM activity and a developer forum
 - Continually trains and develops both employees and partners.
 - Regular audits internal processes and strives to introduce new operational procedures quickly and efficiently in order to avoid possible issues reoccurring.
 - Management reviews audit results, customer feedback and complaints.

All employees have a responsibility to ensure that Quality is embedded within the whole of the company. MetaPack ensures that all personnel understand and fully implement the Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme. MetaPack's policy is continually reviewed, with formal meetings arranged on a regular basis.

Patrick Wall, Chief Executive Officer, MetaPack Ltd
March 2010