



Are your system standards compliant?

Yes indeed it is. Is your website? Because Digital Business Solutions will respect your HTML code and won't change it, your website's XHTML standards compliance will depend on the HTML code that you or your designer has created. However if you do insert any system modules onto your web pages, the code generated by the system will be compliant.

Can I use my own web address? Or do I need to use wxyz.digitalbusinesssolutions.com?

You can use your own web address, also called a URL or domain name. You can either re-delegate your domain and use our DNS servers or you can create an A-Record in your existing DNS service to point your domain to your new site at Digital Business Solutions - it's up to you. For instructions on this, see our knowledge base article. Please note that if you are a Premium Partner and wish to use our rebranding features you will need to re-delegate the domain to us.

Is there a limit on the size of my customer database?

No, there isn't :)

Can I integrate an external system to my Digital Business Solutions site?

Sure. We provide extensive APIs that allow you to connect most 3rd party systems to Digital Business Solutions. For example you'll be able to synchronize your inventory, get a list of recent orders, customers and more.

I've heard solutions like this aren't SEO Friendly. Is this solution search engine friendly?

Of course! We use friendly and customizable URLs throughout and utilize search engine friendly techniques such as 301 Permanent Redirects. We even integrate with Google, Yahoo!, and Bing sitemaps feature, so the system regularly and automatically generates a "sitemap" which the search engines use to ensure your website gets maximum visibility in the search results.

Can I use Google Analytics on my Digital Business Solutions site?

Yes. You can easily add Google Analytics to any BC site and get the rich reporting features that it provides. Digital Business Solutions also provides an advanced reporting system built-in that comes with every site which you can use without any extra configuration.

Can I build multi-lingual web pages?

Yes. Digital Business Solutions has full Unicode support. You can create web pages in any languages imaginable. You can even send your newsletters in your language of choice. To create a multi-lingual site you'd simply create a collection of web pages for each language that you wish to support and link to them from a central location on your website.

What are the system requirements to use Digital Business Solutions?

There are a number of ways you can use the Digital Business Solutions product.

- Use any popular web browser. On the Mac we support Safari 3+ and Firefox 2+. On Windows we support Internet Explorer 7+ and Firefox 2+, Safari 3+
 - Use FTP
 - Use our Adobe Dreamweaver Extension - it allows you to manage your Digital Business Solutions website directly inside Dreamweaver (CS3, CS4 and CS5) on both Mac and PC
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How reliable is DBS?

System Reliability is non-issue because all of our Data Centres are located in Tier 4 Data Centre facilities. This means that all of the facilities that house our servers have:

- Multiple cooling and power distribution paths for stable systems
- Multiple active power distribution paths to prevent down time from blackouts
- Redundant components for fault tolerance
- High connectivity and power into our machines

All of our Data Centre facilities are connected to the net via Tier 1 networks, or have peering arrangements with Tier 1 networks. This means that our servers are essentially hooked in to the "backbone" of the internet, which generally results in higher network speeds and lower latency from your customer's browser to our servers. And on top of all that we provide a 99.98% uptime service level agreement.

Where are your data centres located?

Digital Business Solutions operates data centres in 3 different continents to ensure our customers get optimum response times from their websites. Our data centres are located in:

- North America (New Jersey, USA)
- Europe (Dublin, Ireland)
- Asia Pacific (Sydney, Australia)

What about data management? Do you provide back-ups?

Digital Business Solutions has a highly fault-tolerant server configuration in our data centres. For web and FTP servers, traffic is managed by a redundant pair of hardware load balancers, and in the event of a server failure, immediately and transparently distributed to the remaining servers in the pool. For database servers, there is instant failover to a mirror server for each database. Site assets (images, scripts, et cetera) are stored on NAS (Network Attached Storage) device with fault-tolerant disk configuration and redundant control units. Firewalls and other network hardware are also installed in redundant pairs for immediate failover in the case of malfunction. The data centres are also connected to the Internet through multiple links from different Internet service providers for added reliability.

All servers also have regular full and differential backups. However, it is important to note that recovery procedures cannot be initiated for individual file backups, as they are intended to perform 'full recovery' of the servers in the event of a hardware or software failure only.

At an individual site level, we provide several "backup" options for customers: you can use FTP to copy your web pages, templates, and layouts as often as you see fit. We also provide the Customer Report Generator to export all customer related information at your convenience. Another option for very complex sites would be to maintain a replica using our Notifications and Web Services API's. We do always suggest you retain a copy of your site's files and data locally, to protect from inadvertent file deletions in future by the site's users. To further assist, a comprehensive site backup and transfer tool – where you can download the BC site into an archive and be able to upload it again as a whole complete BC site – is on the long term roadmap. We do not have an ETA for this at present.