



HOW DO WE PROTECT YOUR WEBSITES?

Keeping your WordPress website safe is our top priority. As standard, we have an enterprise-level account with one of the world's fastest and most reliable hosting providers, but we can also offer more bespoke hosting packages if required.

Our managed WordPress hosting provider delivers lightning-fast performance, water-tight security, an industry-leading 99.95% uptime, and 37-seconds support response times.

This is a top-level summary of the measures we have implemented to make sure that your websites are secure:

HYBRID DDoS PROTECTION

Our custom XDN (WPX Cloud) utilises hybrid DDoS protection that includes a blend of DDoS mitigation services which we can dynamically switch. Our origin server locations are using a single DDoS mitigation service provider which varies on each location.

BRUTE-FORCE PROTECTION

If somebody tries to log in to your wp-admin with the wrong Captcha (or via FTP using wrong credentials) 5 times within one minute, their IP address will be blocked for 1 hour. This would prevent bots/hackers from accessing your information. More information on different fields where Brute-Force Protection is applied is available upon request.

DAILY MALWARE SCANS

We also scan your websites for malware every day. We can clean most of the malware files as soon as we find them, however, sometimes the workload is heavy and we may not be able to get to your site as soon as it is infected. That is why we also need to monitor your website for suspicious behaviour using a third-party security tool such as Wordfence Premium, which provides real-time endpoint protection using real-time IP blacklists, real-time firewall rule updates and real-time malware signature updates.

WEB APPLICATION FIREWALL (WAF)

We also have a ModSecurity Firewall set up on our host servers. Its Security Team is constantly monitoring different vulnerabilities and results from the daily scans. With the results they get, they are constantly adding security rules to the Firewall, so we can avoid mass malware infections.



DAILY BACKUPS

We make daily backups of all websites hosted with us and keep them for 28 days. We have implemented options that you can create your backups and use those for local keeping. Further information about our backup and restore process is available upon request.

STAYING UP TO DATE

We are running the latest and most stable versions of all server software. Everything is tested thoroughly before being installed on our servers. We also recommend the enabling of auto-updates for the WordPress core as well as any installed themes or plugins.

DOMAIN WHOIS PROTECTION

We also provide WHOIS Protection for all domain customers. This service will help prevent your personal information from being retrieved by others online through WHOIS requests.

SSL CERTIFICATES

Your site(s) will be covered with SSL certificates courtesy of Let's Encrypt. We can also help you to configure your SSL certificate through Cloudflare if you'd prefer.