

You rely on us to be here – and we take that responsibility very seriously. Below you will find some of the processes, equipment, and such that we have in place to make 24/7/365 “up-time” a reality –

## Power

- o All computer and telephony protected by UPS system

### Battery Backup

- N+1 configuration provides redundant power and intelligence modules
- Hot-swappable batteries for no-downtime

### Main Diesel Generator

- Automatically comes online if supplier power failure
- On-site fuel source for 7 days of runtime, plus fuel contracts to maintain supply after that

### Backup Propane Generator

- Comes online automatically in the event of failure of primary generator
- 48 hour runtime, plus fuel contracts to maintain supply after that

- o All power systems are automatically monitored

## Building & Employees

- o 1-hr fire rated envelope for operations/server room
- o Remainder of building sprinkler-protected to NFPA 13
- o Individual heat & smoke sensors monitored 24/7

### Internet intrusion

- o Protected by layered firewalls
- o Multiple antivirus solutions
- o Password protected systems

### Physical access

- o Entrances secured by digital access and video monitors
- o Operations room secured by 2<sup>nd</sup> tier of digital access
- o Operations room secured by high-impact resistant Lexan

### Employee education and contracts

- o Employees sign non-disclosure contracts
- o Employees educated and trained on HIPAA compliance and privacy and non-disclosure of client information
- o Extensive employee selection and training process; all must pass rigorous TMA examination
- o Criminal Background checks, subject to drug testing

## Telephone & Internet Connectivity

### Redundant Telephone Connections

- o Redundancy allows for unaffected service during single point of failure
- o Diverse routing from central office on multiple carriers from multiple data centers provides automatic failover

### Redundant Internet Connections

- o Diverse routing from multiple carriers, multiple datacenters
- o Network configured to fail over to alternate connections if main internet connection goes down
- o Dual High Availability router/firewall configuration

## Hardware / Software

- o Temperature monitored server room
  - Dedicated AC unit supported by both generators
  - Backup AC unit on premises in event of failure of the main unit

- o Redundant network switches and routers with cold spares on site

- o Redundant critical servers

### Redundant Internet Connections

- o Redundant power supplies
  - Redundant network connections
  - Redundant storage arrays
  - Hot spares on primary systems
  - Spare hard drives for other servers are on site

- o Ancillary servers are configured to be able to perform the function of critical systems, as well as the functions of other ancillary servers

- o Data backups

- Backups stored on multiple servers and removable hard drives
- Staggered backups allow recovery in the event of gradual corruption of data