LAWS/Pro Reliability and Security

At DeskTop Business Solutions we know that our customers data and the availability of the LAWS/Pro application is not just critical, it's an absolute necessity. To protect our customers we have implemented many layers of security and layers of redundancy for increased reliability. The result is a world-class application which surpasses any level of security and availability available to most companies. This brief write-up outlines some of the factors that ensure LAWS/Pro and your data are protected and available.

Environmental Reliability

To keep the LAWS/Pro application available it is important that it be hosted in a reliable location. Our servers are hosted at a state-of-the-art hosting facility located in Phoenix, Arizona. Arizona provides a perfect environment for hosting as it is not susceptible to acts of nature experienced elsewhere such as tornado's, hurricanes, earthquakes, floods and blizzards. We also have taken the following steps to ensure that we have the absolute best environmental conditions possible:

- **Dual Power Grid Feeds** - Our data center receives it's power from two separate utility companies. If one fails the power dependency switches completely to the other without interruption.
- **Battery Backup with Instant Cut-over** – All utility power is backed up by active batteries. If both utilities should fail the batteries immediately take over without interruption to the server equipment.
- **Diesel Generators with On-site Fuel Reserves** – Should utility power remain unavailable after a brief period the generators take over. On-site reserve fuel tanks and priority refueling stipulations ensure that generated power will continue until utility power returns.
- **Advanced Power Filtration** – All power from all sources is filtered prior to being provided to server equipment. This ensures that any power spikes or abnormalities are removed and the equipment is protected.
- **Power Distribution Unit Firewall Isolation** – All on-floor power distribution units (PDU's) are shielded from the server equipment with protective firewalls.
- **Pressure Regulated Cooling Sub-Floor** – All servers are kept cool with a regulated positive pressure sub-floor. In addition all cabling is run overhead so as not to impeded the distribution of air as it traverses the sub-floor areas.
- **Humidity Controlled Anti-Static Environment** – Our data center is fully humidity controlled to ensure the static electricity does not build up which could potentially harm server equipment.

Data Reliability

Delivering the LAWS/Pro application and your data to you anywhere at anytime also requires special care. The following are some of the things we do to ensure that happens:

- **Four Way Network Building Feeds** – Our servers are connected to the Internet using

ultra high-speed fiber optic data feeds. These cables are brought into the data center from four different directions and with four different carriers. Automatic fail-over ensures that we are always on-line.

- Dual Network Cabinet Feeds – The redundancy doesn't stop when data enters the building. Dual path network infrastructure continues all the way into our server cabinets to ensure we always have a working path to the Internet.
- 24/7/365 Monitored Services – All of our servers and applications are monitored around the clock. Should anything abnormal occur our technical staff can immediately be notified and pinpoint the issue for quick resolution.
- Redundant Disk Arrays – All of our server equipment is equipped with multiple redundant disk arrays. This means that if a hardware disk drive fails your information is protected and still available on other disk drives. Switch-over is automatic and seamless so the LAWS/Pro application never feels the failure.
- Multiple Application Processors – Our servers provide multiple processors and application engines to handle your interactions. This means you'll never be waiting for the server.
- Daily Backups of All Data and Applications – All customer data is backed up on a daily basis. In addition transactional logs record any changes made subsequent to the last backup. This means that we can provide to the second recovery of any information.
- Daily off-site Backups – All backups are copied to an off-site server. This ensures that even in a severe disaster your information is protected.
- One Year Backup Retention – Backups are retained for a full year. That means if needed your data can be recovered up to a year after it was altered.

<u>Physical Facility Security</u>

In addition to steps for reliability we have also ensured that your information is secure. A major part of that is the security of the physical data center facility. Here are some of the security features of our state of the art data center:

- 24/7/365 Manned Security – We maintain a physical presence of personnel at the data center at all times. This includes security, facilities and technical personnel.
- Telescoping Traffic Bollards – Entry into the data center parking area is secured by solid steel telescoping bollards that can only be dropped once a visitor is validated.
- Picture ID Verification – All persons entering the data center must provide picture ID verification and must be pre-listed on access lists before they are provided with their access card to get into the data center.
- Mantrap Floor Access – To enter the data center core everyone must pass through a secure man-trap. Badges are scanned, doors are opened and a single person can enter the trap. The outside door closes and the person is validated again by weight and a biometric (retina) scan before the inner door opens to permit access. This process prevents anyone from storming the entry to the data center.
- Closed Circuit TV Monitoring – All areas of the data center are monitored and recorded with closed circuit cameras.

- **Secured Equipment Cabinets** – All server equipment is locked in secure cabinets within the data center which requires specific keys and combinations to access.

<u>Network Security</u>

Another important layer of security is in the network. The network, or Internet facilitates your connection to the application. It also allows our technical personnel to service our application. Unfortunately it is also the path hackers attempt to use to get to information. The following things prevent unauthorized access and secure your data:

- **Dual Firewalls** – All access to the LAWS/Pro application interface are controlled by not one but two firewalls. This ensures that hackers are stopped before they even get to first base.

- **Secured VPN Administration Access** – All server administration is performed through secure VPN connections. This means that secure information is never available in a readable format as it is transferred from server to administrator.

- **Database Network Separation** – All database servers are fully isolated from the public network interface. This means that nobody can gain access to any data directly from the Internet.

- **SSL Content Delivery** – All information sent to and from our users is protected by a secure certificate encrypted connection. This further protects your information from public viewing.

We are proud to offer not only a great product but world class reliability and security second to none. Our customers data is much better protected than any in-house application solution anywhere. And we are constantly striving to improve it even further. This is just one more reason professionals choose LAWS/Pro as their strategic practice management solution.

Questions? Give us a call – we'll be glad to answer them.

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