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**

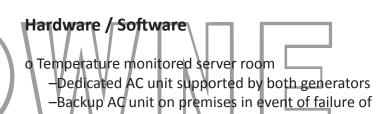
o Redundancy allows for unaffected service during single point of failure

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

Network configured to fail over to alternate
connections if main internet connection goes down
Dual High Availability router/firewall configuration



o Redundant network switches and routers with cold spares on site

#### o Redundant critical servers

the main unit

Redundant Internet Connections 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