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 2nd 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

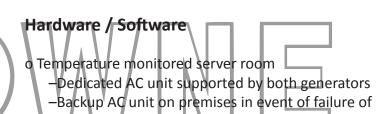
o Redundancy allows for unaffected service during single point of failure

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