

Network and Data Security Overview

Security is a top priority with Contact Administrator. Our approach to network and application security occurs on multiple levels – security of the network your system is accessed through, security of the application, and security of your information.

Physical and Operational Security

Contact Administrator servers are hosted in a world-class data center designed to maintain maximum uptime and security. On-site guards, video monitoring, and biometric based access maintain that only authorized personnel have access to the servers. Redundant UPS and diesel-powered generators maintain uptime in case of power outage. All temperature sensitive equipment is protected by redundant cooling. The entire building is remotely and locally monitored round-the-clock for electrical, mechanical and emergency problems.

Network Reliability

Contact Administrator is available on the Internet through dependable network infrastructure that relies on Cisco, Foundry Networks and Netscreen solutions, including multiple Cisco 7600 and 7500 series routers and Cisco, Foundry and Netscreen switches, firewalls and load-balancing tools. The data center features redundant hardware and multiple Gigabit Ethernet connections to the Internet through four of the world's leading IP transit carriers. The entire network is protected by multiple hardware firewalls and Psionic PortSentry monitoring all ports for dynamic firewalling of potential attempts at compromising server security.

Software Security Advisories

Security advisories and alerts from outside agencies are reviewed on a regular basis to make sure our systems are not vulnerable to any system exploits, viruses or the like.

Internal Network Security

All employees must pass 128-bit encrypted authentication to communicate with critical system services. Our authentication protocols protect the system from unauthorized access and ensure full logging of server access for security auditing purposes.

Data Backup

All of your sensitive information is automatically backed up daily – to multiple locations on and off-site in case of disaster situations. If for any reason the backups were needed, a full restore of all information could be made in just minutes.

Uptime Guarantee

Our data center provider gives us a 99.9% uptime guarantee for our services – proof that the physical and network security protocols they provide us with are proven and reliable.