

# Our SaaS Environment

Our SaaS environment for **TimeClock Plus OnDemand** is hosted within United States-based data centers with network security, firewalls, encrypted web sessions/data transmissions/storage, load balancing, and tiered service. These are secure facilities that offer environmental protection, with server specialists providing server maintenance and scheduled backups.

## Secure Facility

Our data centers are guarded around the clock by security teams, and all employees are required to have their ID badges displayed at all times. Door security systems regulate entry with multiple layers of authentication, and alarm systems are armed. The data centers are also monitored by closed-circuit video cameras on the inside and outside.

## Environmental Protection

Safeguards are in place to deal with the threat of water or fire—the flooring is raised to protect hardware from water damage, and sensors are installed to detect environmental hazards including smoke and floor water. There is also a fire detection and suppression system with fire extinguishers, and these are inspected every year. Two systems have been implemented to deal with the threat of power failures and fluctuations—uninterruptable power supplies (UPS) reduce the risk of short-term loss, while diesel generators reduce the risk of long-term loss—and both systems are inspected monthly. Finally,

to maintain a constant temperature HVAC (Heating Ventilation Air Conditioning) units are constantly running, and they are regularly inspected, with air filter changes performed as needed.

## Server Maintenance

Our servers are supervised 24/7 by a team of qualified technicians and engineers. This team holds networking, database, and security certifications in several areas. Their responsibilities include regular monitoring and maintaining the servers, ensuring continued operation, and providing the best performance possible. Any concerns with hardware, software, or procedures are logged, reported, and tracked until a resolution is found.

## Scheduled Backups

Backups are performed regularly with a system in place to track all data tapes within the library. Testing of the tape media is regularly carried out to ensure usability. All successful backups and backup failures are logged and reviewed. When their useful life expires, the backup tapes are physically destroyed to prevent unauthorized retrieval of data.

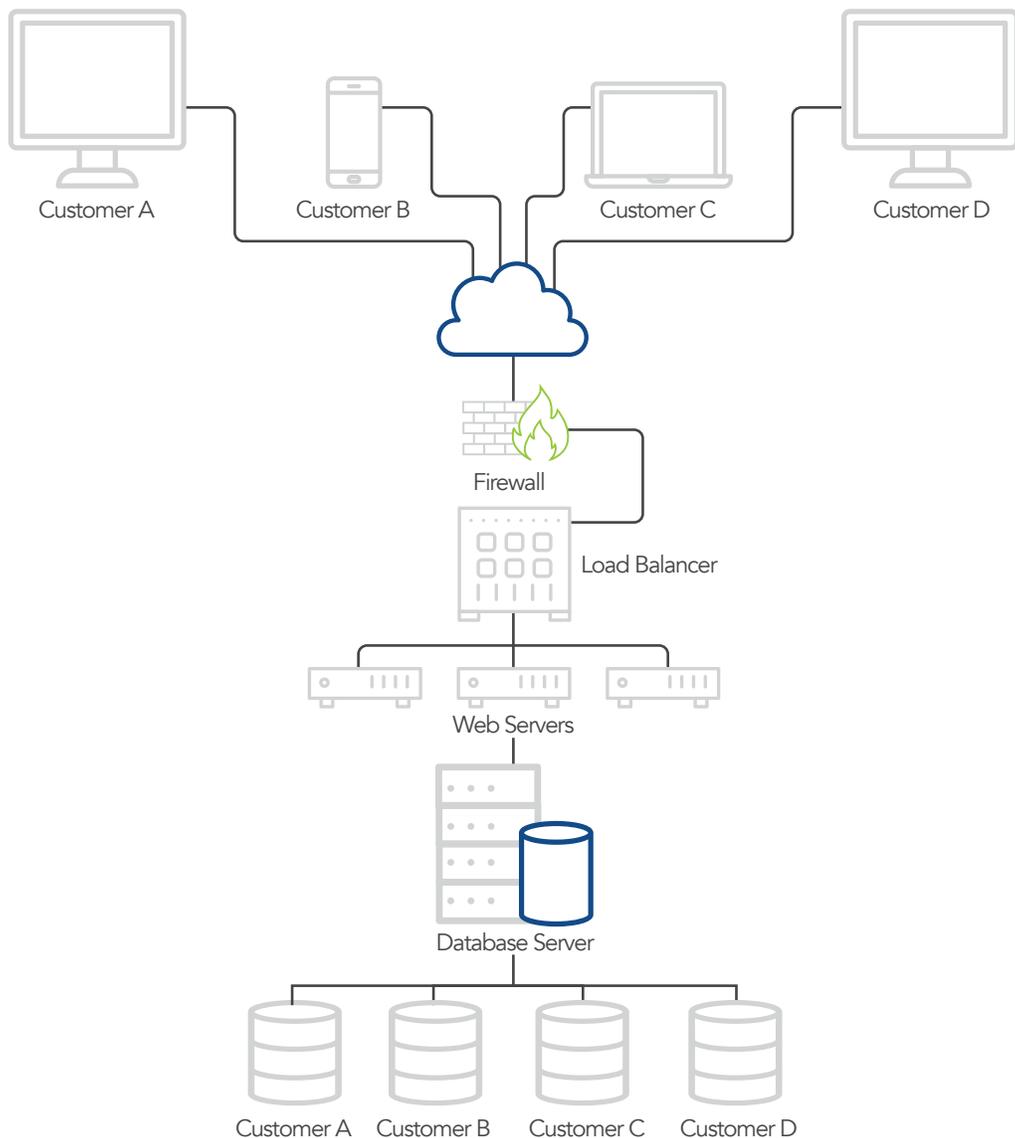
## Data Encryption

The data within the databases is encrypted, and can only be decrypted by TimeClock Plus OnDemand. In addition, the TimeClock Plus OnDemand site is only available via a secure HTTPS connection.

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## Traffic

Accessing TimeClock Plus OnDemand can take moments depending on the customer's Internet connection. The traffic flow is simple. Each customer will be provided unique web address, and traffic is distributed by a load balancer to various servers. These servers communicate with a SQL server which houses a database for each customer's company. The web address provided will link them to the appropriate database login.



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