

System Security and Reliability

We take numerous precautions to guard your valuable data, and to ensure the reliability and availability of *iMaint Online*. We've teamed with Dynamic Quest, a leading national data center, to provide a dependable, secure and high-performance environment. We backup your data, manage your databases and perform all system maintenance.

The *iMaint Online* application and databases are housed on multiple servers to increase system availability and reliability. The network, servers and application are monitored around-the-clock, 365 days a year. This enables us to guarantee a minimum system availability of 99.2% for *iMaint Online*, not including scheduled maintenance.

Your Data is Safe and Secure

iMaint Online employs several layers of security to ensure that your data is protected.

User Security

You'll appoint one or more administrators for your system. No one can access your system or data until one of your administrators grants them access. An administrator assigns every user, or group of users, security rights within *iMaint Online* that restrict or limit access to:

- Specific *iMaint Online* features
- Specific data fields, screens and sub-screens
- Data for specific divisions or locations
- Administrative features

Regular Data Backups

All customer data is backed up regularly, following industry standard practices. Multiple safeguards protect the servers that house your data, as well as backups of your data.

You Own Your Data

The data you enter into *iMaint Online* is your data. We provide you with a complete copy of your database files every 12 months. If you require additional copies in the interim, contact us.

Our Data Center Facility

Dynamic Quest maintains world-class standards for security, availability and reliability, including:

Multiple High-Bandwidth Data Lines

Dynamic Quest employs redundant and diverse fiberoptic data transmission lines using industry-standard SONET technology. The result—fast, reliable, high-bandwidth data transmission.

Stringent Physical Security

To protect your data and our systems, Dynamic Quest makes use of numerous physical security measures:

- Inside and outside video surveillance
- SAS 70 Certified II Security regulations and controls—escorted entry
- Restricted data center access by specified personnel and senior level engineers
- Biometric screening devices
- Data center is a hardened structure
- Facility is manned and monitored 24x7x365
- Fully redundant Cisco based infrastructure with monitored security appliances
- Police, Fire and Rescue within three miles

Multiple Power Backup Systems

The Dynamic Quest facility is located on a private campus with its own on-site power sub-station directly connected to the power grid. In addition, there is a direct fuel feed gas-powered high-capacity generator and redundant UPS (Uninterruptible Power Supply) unit supporting all Dynamic Quest equipment.

Network Operations Center

The Network Operations Center located adjacent to the data center provides real-time issue reporting and resolution. Combined with a fully-staffed Support Center manned around the clock, Dynamic Quest provides very quick response and problem solution.

High-Performance Climate Control

Redundant 55-ton air handling units keep the facility at a constant, optimal 68° F and 50% relative humidity.