iMaint Online Reliability and Security

We take numerous precautions to safeguard your valuable operational data and 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 99.4% for iMaint Online, not including scheduled maintenance.

Your Data is Safe and Secure

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

User Security

You will appoint one or more administrators for your system. No one in your organization can access your system or data until one of your administrators grants them access. An administrator uses iMaint Online to assign security rights to every user, or group of users. Those rights can restrict or limit access to:

- Specific iMaint Online features
- Specific screens and sub-screens
- Data for specific divisions or locations
- Administrative features

Regular Data Backups

All of your data is backed up every day, following industry standard practices. In addition, multiple safeguards protect your data backups, as well as the servers that house your data.

You Own Your Data

The data you enter into iMaint Online is yours. We provide you with a complete copy of your database files every 12 months upon request. If you require additional copies in the interim, contact us as they are available for a fee.

The iMaint Online Data Center Facility

Dynamic Quest, conveniently located near DPSI, is our data center provider. This is a fully-managed, ultra-secure data center that provides:

Multiple Fiber Internet Connections

The center uses redundant fiber-optic data transmission lines and multiple telecom carriers. The result—fast, reliable, high-bandwidth data transmission.

Silver
Microsoft
Partner

The iMaint Online Data Center Facility (cont'd)

Stringent Physical Security and Surveillance

To protect your data and our systems, Dynamic Quest uses the highest degree of physical security and electronic surveillance measures, including:

- SAS 70 Type II certified
- Video surveillance—inside and outside
- Proximity ID cards with PIN verification
- Biometric screening devices
- Facility is manned and monitored 24x7x365
- Police, Fire and Rescue within ½ mile

Multiple Power Backup Systems

The Dynamic Quest facility is located on a large complex with its own on-site power substation, which is fed from two separate power grids. In addition, there are two high-capacity generators and redundant UPS (Uninterruptible Power Supply) units supporting all critical systems.

Multiple Fire Suppression Systems

State-of-the-art fire suppression is provided by three separate systems, which guard against damage from flame, smoke or heat.

- FireMaster M200 non-corrosive gas fire suppression system
- Backup pressurized pre-action dry-pipe system to protect from re-ignition
- Sprinkler system for non-data center areas

High-Performance Climate Control

Redundant 55-ton air handling units keep the facility at a constant, optimal temperature and relative humidity.