Security and Data Center Overview

At Access we understand that security and availability are top priorities for you. We continually evolve our world-class infrastructure, and dedicate significant time and resources to ensure that we deliver exceptional security and availability for your information.

Access' state-of-the-art data center features carrier-class bandwidth, redundant systems, enhanced security and highly trained on-site personnel to support our customers 24/7.

The data center is SSAE 16 compliant and subject to an annual external SSAE 16 audit. Our private cloud delivers the highest standards for data privacy and security, as well as your peace of mind. Our infrastructure provides a secure computing environment to host your business-critical applications and sensitive data. Physical and environmental controls protect our primary and secondary data centers from unauthorized intrusions and interruptions while technology and policy-based security measures shield data from unauthorized disclosure and manipulation.

Our primary and secondary data centers utilize access control procedures. They have uninterruptible power supplies (UPS) connected to backup generators fed by natural gas and diesel fuels to ensure continuous operations.

Our infrastructure includes 24/7 monitoring of the network, servers and applications, a centralized backup and recovery system, high-availability capabilities, security management procedures and a disaster recovery program. All of these measures are designed to ensure the confidentiality, integrity and availability of your applications and data.

SECURITY

Highly secure physical and digital measures are used to ensure your data is protected in transit and at rest, and Access employs CISM, CRISC and CCISO certified staff.

Data Security Measures

- **Data In Transit.**
  - 256-bit SSL encryption for web applications.
  - 1024-bit RSA public keys for data transfers.
- **Data At Rest.**
  - AES 256-bit encryption for files and databases.
- **Audit logs for all user activities.**
- **Secure usernames and passwords.**
  - Encrypted via 256-bit SSL.
  - Password complexity requirements.
  - Scheduled expiration.
  - Restricted password re-use.
- **Role-based access controls.**
- **AD/LDAP integration.**
- **IP address-based access control.**
- **Encrypted session ID cookies to uniquely identify each user.**
- **Two-factor authentication availability.**
- **Third party penetration testing performed annually.**

Physical Security Measures

- Three-Factor authentication: Proximity Card/Biometric fingerprint reader/facial geometry scanner.
- Anti-tailgating/Anti-pass-back turnstile gate. Only permits one person to pass through after authentication.
- Single entry point into co-location facility.
- Access to private cage requires additional two-factor authentication consisting of biometric fingerprint scan and proximity card.
- SSAE 16 (formerly SAS70 Type II) compliant facilities.
- 24/7 on-site security.
- High definition CCTV of all interior and exterior strategic locations and access points with 90 day video retention.

HIGH AVAILABILITY

Access' data center is equipped with advanced enterprise hardware and software to ensure high availability in excess of 99%:

- N+1 power system comprised of Eaton-PowerWare UPS systems with individual battery validation systems backed by multiple prime power rated diesel generators.
- Redundant utility transformers, Automatic Transfer Switches (ATSs), main switch panels, UPSs and PDUs.
- Storage capacity in reserve to dynamically allocate storage space for clients on demand.
- Redundant HVAC systems to ensure consistent cooling for equipment.
- Multiple redundant internet connections using different providers, in addition to diverse fiber connections delivered from separate paths (above and below ground).
- Border Gateway Protocol (BGP).
- Virtualized infrastructure.
- Server load balancing, and clustering.
- Secondary data center for Disaster Recovery with dedicated space and dedicated IT infrastructure (configured servers, switches, security, networking, and storage) with all systems running with applications and data mirroring the primary data center.

DISASTER RECOVERY

A Disaster Recovery Event is defined as a precipitating event that requires operations to switch from the primary location to the disaster recovery site. Access' primary data center is in a facility designed to withstand the harshest of disasters. The building is strategically located outside of severe weather and seismic zones.

Access' disaster recovery site is located over 200-miles away from the primary site on a separate power grid. It is a hot-site, linked to our primary site by a 1 GB link, allowing for rapid data replication. Our disaster recovery services include replication of production systems, applications and data. The center has pre-installed/configured equipment that is continuously maintained to replicate your mission-critical production environment.

This service provides you with a secondary data center with dedicated space and dedicated IT infrastructure(configured servers, switches, security, networking and storage) with all systems available/running with applications and data mirroring our primary site. Systems are synchronized via a secure network connection from the primary production site to the secondary site.

SSAE 16 AUDIT

Access has a long history of operational excellence and, since 2008, has annually engaged an external audit firm to perform an SSAE 16 (formerly SAS70 Type II) audit. The SSAE 16 audits include an examination of controls that have been placed in operation and testing of operating effectiveness. The Access audit includes all digital services as well as all physical record centers. Aspects of the business included in the audit are:

- Commitment to operational competence
- Human resource policies & practices
- Control activities and monitoring
- Physical security
- Environmental security
- Computer operations
- Information security
- Application change control
- Data communications
- Imaging entry, delivery indexing & retrieval
- Data privacy

ABOUT ACCESS

Access delivers comprehensive, cost-effective and scalable solutions for the management of physical and digital records. Physical services include records management, storage and imaging, as well as secure destruction options. Cloud-based technology solutions automate business processes while providing insight through advanced analytics and embedded information governance. Our integrated enterprise records management and document management software offerings include: FileBRIDGE Records, FileBRIDGE Digital, and FileBRIDGE Governance.

File**BRIDGE**®
by **Access**

Access is the industry's second largest records management provider, we have the international reach and extensive experience to manage the entire lifecycle of your documents, yet the agility and dedication to provide the very best service, every time. Access is advancing the way the world manages information.

For more information about FileBRIDGE, or to schedule an in-depth review, contact Access at **877.345.3546** or visit

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