smartHR
Your Complete Employer Solution

INFRASTRUCTURE OVERVIEW

Concerned About Data Center Security and Reliability?

When it comes to the security and reliability of your hosted data and applications, there's no such thing as "good enough." To support your business, you need to host your data on a reliable, redundant technology infrastructure. One that ensures data is secure and systems stay up and running. The software as a service (Saas) model, which allows applications to be hosted by a third party, has brought significant benefits to workforce management solutions.

But only by ensuring both the physical security of the data and consistent uptime for your solutions can you have the confidence that your data is protected. Our technology infrastructure has the accessibility, security, and reliability that organizations like yours demand.

TECHNOLOGY INFRASTRUCTURE AND DATA SECURITY THAT EXCEED INDUSTRY STANDARDS

Our solution uses one of the only commercially available data centers for hosting and storage that is compliant with the Department of Defense (DoD) standards for a Sensitive Compartmented Information Facility. Located in Dulles, Virginia, the primary facility is designed so there is no single point of architecture failure. To ensure maximum uptime of our applications, system operation is monitored 24 hours a day, 7 days a week, 365 days a year. Remote monitoring from several major cities allows automatic rerouting of Internet traffic should a slowdown occur in a particular region, ensuring connectivity is not compromised. Both the primary and secondary data centers undergo several certifications and complete a number of rigorous audits to ensure compliance and safeguarding of data.

Benefits

Accessibility

Remote monitoring provides a fast response to Internet slowdowns. If one backbone is unavailable or experiences higher than expected volumes of Internet traffic at peak usage times, load balancing can take place. In the event of a power outage, four 3,000 kW diesel generators can provide full load in seconds and can run for more than 24 hours without refueling. In the event of an emergency, time-guaranteed contracts with multiple diesel suppliers ensure uninterrupted service.

The data center leverages multiple levels of backup and failover protection, including a standby backup database and 24-hour-behind backup at the primary data center as well as an off-site disaster recovery backup database. Full database backup is done weekly with incremental backups running daily.

Security

Full on-site security includes fencing, surveillance, and a 24-hour manned guard station. Visitors and employees are subject to stringent access protocols and authentication. Specially designed Lampertz vaults provide servers and related hardware with top-of-the-line protection. Vault doors are secured with biometric authentication readers and monitored by security cameras.

Reliability

System operation is monitored 24 hours a day, 7 days a week, 365 days a year and includes N + 1 power redundancy, connectivity to multiple backbone providers, and variable switch load balancing. All new servers have hardened operating systems and are given vulnerability scans.

To ensure maximum uptime, the heating, ventilation, and air conditioning system maintains a consistent operating temperature, providing a cooling capacity of 4 kW per cabinet. Redundant power lines provide 4 kVA per cabinet.

Your ability to comply with and navigate industry-specific compliance standards is critical to maintaining the security and integrity of your deployed IT solutions. The data center supports the following standards:

- Federal Information Security Management Act
- DoD Information Assurance Certification and Accreditation Process
- Health Insurance Portability and Accountability Act
- Sarbanes-Oxley Act
- Payment Card Industry Data Security Standard