

## SECURITY

The primary data center where the software resides is one of the only commercially available facilities that exceeds the Department of Defense (DoD) standards for a Sensitive Compartmented Information Facility (SCIF). Surrounded by an iron fence, the facility perimeter is equipped with pan-tilt-zoom (PTZ) surveillance cameras and a 24-hour guard station to monitor access. Only pre-approved visitors are granted access during normal business hours and may access only common meeting space. All parking for visitors is restricted to areas outside the fenced perimeter and employee access to the data center requires Biometric authentication.

All power and data lines are encased in armored conduit. Specially designed Lampertz vaults protect servers, network cabling, power sources, and related hardware against fire, smoke, water, moisture, and electromagnetic pulses. Vault doors are secured with Biometric thumbprint readers and monitored by security cameras. Added security is achieved through a multiple-layer intrusion detection system consisting of custom firewall rule sets, private VLANs, and two layers of isolation.

## RELIABILITY

The facility is designed so there is no single point of architecture failure. System operation is monitored 24x7x365 and includes N + N 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 HVAC system maintains a consistent operating temperature and is powered by multiple 20-ton computer-room air conditioning units and three 100-ton chillers. Redundant power lines provide over 265 watts of power per square foot utilizing 2-megawatt transformers. In the event of a power outage, a 2-megawatt Caterpillar diesel generator provides full load in less than 10 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.

## DATA CENTER

### OUTER LAYER

Restricted Parking  
Outside Fenced Perimeter

24-Hour Guard Station at Entrance

Pan-Tilt-Zoom Cameras  
Monitor Facility

Only Pre-Approved Visitors

### MIDDLE LAYER

Biometric Access to Secure Areas

Redundant Power and Data Cables  
Encased in Armored Conduit

Multiple Backbone Providers

Variable Switch Load Balancing  
of Internet Traffic

2-Megawatt Diesel Backup Generator

### INNER LAYER

Lampertz Vaults Impervious to Smoke,  
Water, Fire, and Electromagnetic Waves

Multiple Layer Intrusion  
Detection System

Hardened Operating Systems  
and Vulnerability Scanning