



InfoNow Data Security Standards



InfoNow® provides the industry's highest levels of security, with both a state-of-the-art secure data center and built-in controls within the solution itself, for business continuity planning and continuous data protection.

Data Management

InfoNow's product infrastructure helps assure you of business continuity.

- » **N+1 Systems** – InfoNow implements an N+1 system of redundancy throughout the system. This design allows one or more elements to fail without any interruption in service by having multiple, redundant systems online to automatically assume processing on behalf of the failed component.
- » **Hot Backups** – All production data is stored immediately to redundant locations. In addition, all data is stored to reliable tape media as well, but for fast recovery times in the event of a system-level disaster, daily hot backups give InfoNow the ability to restore your data rapidly and reliably.
- » **Offsite Tapes** – All customer data is automatically backed up and prepared for offsite tape storage daily. Tapes are taken offsite to a secure location that is designed to safeguard tapes under almost any environmental condition.
- » **Scalability** – InfoNow has designed its systems to accommodate surges and spikes in usage, and to scale upward smoothly to address increased volume and transactions. Therefore, you can also be confident that InfoNow is designed to accommodate dynamic and continuous growth.

Secure Data Center Facilities

The InfoNow data center is collocated in a secure facility with InfoNow-only access for the InfoNow collocation.

The facility is located in area with low incidence of natural disaster and is rated as a seismic zone 1.

- » **Data Center Security** – The InfoNow data center ensures security and redundancy across its operations to provide high levels of security for both the physical and electronic infrastructure of the network. The network was built to meet or exceed commercial telecommunications standards worldwide for availability, integrity and confidentiality. Security features are designed to deter, detect, and deny access to unauthorized parties.
- » **Backup Power Systems** – Uninterruptible Power Sources (UPSs) – InfoNow has designed a solutions for continuous power. The UPSs are provisioned in an N+1 configuration and support all customer AC equipment. Each UPS battery system is designed to carry full load for 60 minutes without a generator. Emergency generators typically provide back-up power in seconds and are sized to support the entire facility at maximum load.
- » **Redundant Internet Connection** – The InfoNow data center has two redundant internet connections, sized such that a connection can fail without any impact on user experience. This redundancy ensures reliable connectivity with no data transmission bottlenecks to or from the data center.
- » **HVAC Systems** – All of the air conditioning equipment is furnished to support typical computer room equipment. The collocation room has raised flooring system, which is dedicated for air distribution only.
- » **Physical Access to the InfoNow Data Center** – The InfoNow secure center collocated within a guarded third-party data center allowing access to the collocation areas for pre-authorized InfoNow personnel.

Processing over 10 million POS and inventory transactions per month, InfoNow understands that the security privacy and sensitivity of its customer data is the highest priority in delivering industry-standard solutions and is committed to deliver ongoing superior service and support.

About InfoNow

InfoNow's on-demand Channel Performance Optimization solutions provide global technology manufacturers with visibility into every channel relationship and interaction in real-time, allowing them to gain the insight necessary to find the best mix of channel actions that grow revenue and reduce cost in order to achieve sustainable competitive advantage. Combining industry best practices with patented technologies, InfoNow's services are SAS Type II compliant to ensure timely, accurate, and complete channel insights to optimize business processes. Our global Fortune 1000 high-technology clients trust us to process over 120 million POS and inventory transactions per year delivering channel visibility, agility, and control.

For more information about our solutions, contact us at [866.868.INOW](tel:866.868.INOW) or visit www.infonow.com.