



# Data Centers, Security and Monitoring

## Discover Control

Compliance's data centers are among the most secure in the industry. Within our data center, we have created a highly scalable, ultra-high capacity, fully extendable and redundant infrastructure.

### TierPoint

Our primary Tier IV data center, located in TierPoint at the Philadelphia Naval Yard, is SSAE-16 and SOC 2, Type 2 audited, and PCI-DSS, GLBA, and HIPAA compliant, as well as ITAR and US-EU Privacy Shield registered.



### Switch

Our Tier V Gold hot failover DR facility, Switch, in Las Vegas, is one of the most secure data centers in the world and hosts data for many of the world's most notable companies.



Our primary data center has the following features:

#### SECURITY FEATURES

- Monitoring 24 hours a day, 7 days a week, 365 days a year;
- Axis IP-based interior and exterior surveillance cameras;
- Entrance and exit controlled by HID contactless access cards and biometrics;
- Cage and suite access controlled by a HID contact panel;
- Silent alarm and fire detection with automatic notification.

#### POWER SYSTEMS

- Dual commercial power feeds;
- N+1 redundant electrical design and distribution;
- Automatic switching from primary to backup power supply;
- Completely isolated ground system;
- Fully redundant uninterruptable power supplies (UPS);
- Two diesel generator backups;
- Onsite fuel tank.

#### ENVIRONMENTAL CONTROLS

- CRAC units serviced by a 12-inch distribution loop (850 tons of cooling);
- Twelve 20-ton Glycol CRAC units;
- 47% +/-10% humidity control system HVAC units;
- Glycol loop driven by two redundant 2,240 GPM pumps;
- All MEP systems monitored by Site Scan critical facility monitoring system cabling;
- Power cabling under raised flooring;
- Structural capacity of raised floor is 1200 lbs/ft<sup>2</sup> of concentrated load;
- Network cabling in overhead cable trays;
- Easy expansion.

#### FIRE SUPPRESSION

- Clean agent FM 200 multi-zone fire protection system;
- Multi-zoned, dry-pipe, dual interlocked pre-action fire protection system;
- Below floor water detection system.

## Discover Confidence

Compliance has implemented tremendous Internal Controls and Monitoring to ensure data security and integrity. The following controls are audited regularly through our Information Security Management System (ISMS), governed by our ISO 27001:2013/17 certification.

### Complete Authentication and Administrative Control

Our innovation CI Login provides clients access to our array of eDiscovery applications. It uses Okta identity management for authentication, authorization, and monitoring. We also leverage Single Sign-On into our platform via SAML or OPENID. All Client Administrators have full access to user lifecycle operations, logging, and configuration options so they can secure and customize their environment as they see fit. Okta brings next generation security options that are constantly improving, including:

- Adaptive 2 Factor;
- GeolP Filtering;
- Impossible Travel Detection;
- User & Device Behavioral Analysis;
- Unauthorized VPN Detection;
- Automated Threat Blacklisting;
- Authentication Attempt Analysis & Hunting;
- Exhaustive Logging.

### Intrusion Detection, Incident Response, and Vulnerability Management

Our policy is to employ the highest level of security software and we constantly deploy new tools to protect client data. Our technology partners provide advanced solutions for today's most challenging security requirements:

- Intrusion Detection;
- Incident Response and Insurance;
- Threat Hunting;
- OWASP Top 10 Scanning & Mitigation;
- DDoS Mitigation;
- Penetration Testing;
- Network & Application Firewall;
- Vulnerability Mitigation and Scanning, Detection, and Remediation.

### Log Aggregation, Monitoring, and Alerting

We maintain a variety of redundant logging, monitoring, and alerting systems that aggregate events and metrics across all of our systems. We apply custom thresholds and algorithms to drill into important performance issues and bring security alerts to our immediate attention.

### Personnel Training, Security Awareness, and Compliance

All staff receives rigorous onboarding and annual training through our security awareness and training program supported by KnowBe4. This allows us to continually update and test our Employee Conduct Policies and ensure compliance.

### Business Continuity, Performance, and Capacity Planning

We maintain an environment capable of hosting multiple petabytes of data at any given time. Our primary data center is supported by a hot failover system, so loss in the event of a disruption is minimal - if any. Our redundant and efficient drive arrays run SAS, pure SSD, and Extreme IO, and data is automatically migrated through the system depending on demand.



Discover Control. Contact Compliance to see how we can help at [DaaS@complianceds.com](mailto:DaaS@complianceds.com) or 215.383.1781.

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