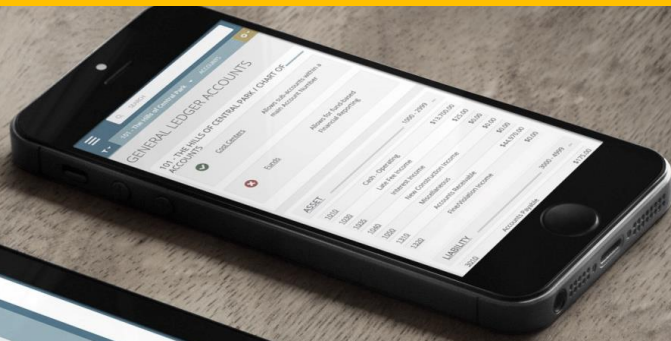


# TOPS [ONE]



## SYSTEM REQUIREMENTS

As a web-based product, TOPS ONE has a significantly lower requirement set than stand-alone software. However, there are some best practices that we recommend to insure that your experience using TOPS [ONE] is optimal:

### What Browser Should I Use?

TOPS [ONE] works best with a modern Webkit based browser, such as Google Chrome, Safari or Opera. For best results, we recommend **Google Chrome**.

### What Version of Microsoft Office works with [ONE]?

Letter templates in TOPS [ONE] are created in Microsoft Word. While you can easily print letters in TOPS [ONE] from existing templates on a system that does not have MS Office installed, you will need Word to create and edit the templates. The template manager takes advantage of an Office Add-in, so you will need at least **Office 2013** or **Office 365**.

### Are there any Recommended Devices?

As a web-based platform, TOPS [ONE] works with **any modern device** including iPhone, iPad, Android phones, Android tablets, and Microsoft Surface. It will also work on your Desktop or Laptop computer with a modern operating system, including Windows, Mac, Linux or Chromium. Regardless of the device you use, we recommend you have ample free space and a high speed Internet connection to insure best results.

# TOPS [ONE]



## SECURITY MEASURES

With TOPS [ONE] in the cloud, you can eliminate many of the costly burdens of traditional software. Say goodbye to expensive server purchases and costly IT contracts, and hello to budget predictability. For one monthly fee, TOPS [ONE] includes a powerful suite of features, backed by industry leading services to give your company a competitive advantage.

### Database Security & Reliability

- Established disaster recovery plan
- 99.9% uptime guaranteed (excluding planned maintenance outages)
- Scalable adaptive security firewall technology

### Physical & Facility Security Measures

- Keycard and biometric scanning protocols
- Around the clock interior and exterior surveillance
- Data Center employees undergo background security checks
- UPS (Uninterruptible Power Supply) for all servers
- N+1 redundant UPS power subsystem, with instantaneous failover if the primary UPS fails
- Onsite diesel generators to supply power during extended grid outages
- N+1 redundant HVAC (Heating Ventilation Air Conditioning) system ensures immediate recovery if a primary HVAC unit failure
- All air circulated and filtered every 90 seconds
- Advanced fire suppression systems