



Protecting your Data to Ensure your Success

Your community data is the heart of your business, and that means that it is precious, both to you and to us. TOPS has gone to great lengths to provide the highest levels of security and best practices for managing infrastructure to ensure that your data assets are safe.

Secure Data Center

The TOPS iQ program and your customer data are hosted on multiple enterprise-class Cisco servers, located at a highly secure data center. The server facility features **redundant critical infrastructure systems** with **triple-strength level security** protecting your data 24/7/365. Furthermore, connectivity and performance in the facility is **continuously monitored** by multiple bandwidth providers. Risk assessments are performed annually by an independent third party evaluation firm.

Continual Backups

Disaster recovery and business continuity backup plans in are place for your data. Automated 7 day rolling backups ensure that your data is always preserved, and the backup system is tested and checked regularly for corruption.

Security Highlights

LOCATION Security

- ✓ Off-site, state-of-the-art building with 24x7 on-site staff
- ✓ Biometric scanning for physical access
- ✓ Monitored by trained security staff and closed circuit TV
- ✓ Regular power grid and backup power system testing
- ✓ Raised flooring systems mitigate water damage
- ✓ Redundant power, fire suppression, ventilation, heating and air conditioning systems are tested quarterly

SOFTWARE Security

- ✓ Load balanced redundant servers
- ✓ Systems access logged and tracked
- ✓ Limited personnel access rights to server
- ✓ Dedicated intrusion detection devices
- ✓ SSAE 16 Soc Type II audits

HARDWARE Security

- ✓ Dedicated intrusion devices prevent Distributed Denial of Service attacks (DDoS) on the server from malicious hackers
- ✓ Latest system patches and updates applied regularly
- ✓ Disaster recovery with automatic failover and resource balancing
- ✓ Scalable adaptive security firewall

Contact Us!

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