



## **NovelASPECT.com Hosting Data Center, Backup and Security**

NovelASPECT.com servers are hosted at Hurricane Electric, a Tier 1 data center, providing you with access to your applications through a Citrix connection over the internet. Hosting your applications with NovelASPECT.com relieves your company of the time and expense of hardware costs, server management, software updates, and data center operations staff. NovelASPECT.com hosted applications deliver increased office productivity and helps your company to move to more efficient business model.

### **Hosting Services**

- All production servers are physically located at the Fremont California data center
- Data Center access controls including photo and fingerprint identification are used to control physical access to our servers
- All servers are stored in locked cabinets
- Badge readers control physical access to server areas
- Video surveillance is monitored at all times
- User access rights are granted based on client requirements

### **Backup Process**

- Data is backed up hourly between 6:00 AM and 8:00PM EST
- Backup data is encrypted
- Daily backups are sent off site and retained for 30 days
- NovelASPECT.com is responsible for all backup procedures
- System recovery procedures are in place to restore files from backups

### **Logical Security**

- Formal procedures are in place to add user accounts
- Passwords must meet complexity requirements
- Passwords expire every 90 days
- Passwords must be at least 6 characters and contain a capital letter and a number
- Application software is installed separately from the operating system