

Iron Clad Security for Your Data

You have plenty of things to manage already. Data security shouldn't be one of them.

We take the security of your data seriously. In fact, it's a top priority here at CaseWorthy. Here's how we protect your data:

Security & Uptime Goals

In working with **ViaWest** and other supporting partners, we strive to maintain the following service level goals:

- Minimum turnaround time
- Same hour Response Team organization and mobilization
- Top-of-class data security
- 24x7 server monitoring
- 99.95% network and power uptime for active servers

Data Recovery

To reduce the risk of losing data from threats like hardware failure, theft, or human error, CaseWorthy has stringent data recovery and back up plans in place. In fact, we've invested in both web and database servers to maintain optimum control of the services we offer to you.

Theft

To eliminate the risk of hardware being stolen, CaseWorthy has contracted ViaWest's data center security team. To obtain physical access to the CaseWorthy's servers, an individual must first pass state-of-the-art biometrics and dual-token authentication tests. All servers are under camera surveillance and locked in separate cabinets.

Disaster Recovery

In the event of an unforeseen emergency, our disaster recovery team responds quickly to get you back up and running again. All key events that occur during a disaster are recorded in a log by the team leader.

Hardware Failure

To ensure against data loss from a potential server failure, CaseWorthy employs a data-redundancy strategy by backing up client data to independent and separate storage devices. To reduce the likelihood of a hardware failure, our servers are stored off-site at ViaWest (<http://www.viawest.com>), a top-of-class enterprise data center that provides availability standards for:

- Continuous power delivery
- Surge protection
- Cooling and environmental controls
- Fire and smoke detection
- Redundant networks
- Cables and grounding

ViaWest also guarantees 100% power and network service availability to servers and has maintained 100% infrastructure uptime over many years.



Backups

We provide both server and database back-ups. On-site and off-site back ups are performed daily to independent and separate storage devices. Monthly back-ups are stored for 12 months.

Server Backups

Our servers are a mix of virtual and physical machines. For servers performing production roles, volume-level back-ups are taken and stored at an off-site location owned and operated by our IT partner Equinox.

Daily back-ups are performed every night and stored for 15 days. Weekly back-ups are taken every Saturday and retained for 90 days. Monthly consolidation back-ups are stored for a year.

This off-site backup policy is included as part of our standard support agreement. We offer additional offsite backup options on a per fee basis.

Benefits

- Rock solid data security
- Full control of your data
- Compliance with HIPPA and other regulations

Why Caseworthy?

Every business benefits from smart alliances. When you team up with CaseWorthy, you get a complete software solution to help you securely capture data AND meet all security and compliance requirements. Plus, we provide the expertise and experience you need to successfully manage your customized case management technology from planning to implementation and beyond.

Database Backups

For databases that are constantly being updated by the client's transactions, CaseWorthy employs an aggressive "Full, Differential-Log" backup strategy using MS SQL 2016.

A full backup of the database is completed every morning before start-of-business and stored on the SAN. The backup file is stored on the SAN disks for seven days and deleted after the seven days of storage. A full backup of production databases is taken on the first Sunday of each month and retained for one year.

A database restoration can be performed from backup files to restore damage potentially caused by natural or human-induced disasters. For non live production databases, a less intensive backup strategy is employed. A full back-up of the database is done weekly and saved for 7 days.

Database Encryption

We provide 256-bit encryption whether the data is at rest or in transit. You maintain full management over your database encryption, which includes secure passwords, social security numbers and other confidential data. You have complete control over who can see your data and the release of that data. A history log shows you who has accessed information and any changes made to your database.

In summary, this feature gives your organization full control of your data and adheres to very strict requirements from HIPPA and other governing bodies.

To learn more about how we manage data security, please contact a CaseWorthy representative at **877-347-0877** or visit **www.Caseworthy.com**