

## Team Unify - Disaster Recovery - System Backup

TeamUnify utilizes a Tier III certified colocation facility, it features fully redundant and independent power, cooling, and data connections. It was engineered to weather virtually any catastrophe and features continuous power UPS systems and high-capacity power generators. This facility has 24/7 live security. More than 50 closed-circuit HD cameras. Biometric access control systems. Full trace-ability and monitoring of staff and visitors. It has regular security audits and adheres to SSAE-16 security standards designed to protect your data. Our Servers provide mirrored storage of your information on a continuous hot-standby system that continually backs up information on multiple nodes. All team data (Docs, PDF's etc) is backed up every 24 hrs and sent off site. The recovery time objective (RTO) for a catastrophic incidence is 48 hrs.

With our system we have less than 1% downtime and if the system does go down for any reason we are continuously backing up the data so when the system is brought back online your data is still available to you. Unfortunately in the world of a web based CRM solution there are times that the system might go down but we have taken all the top measures to ensure data security and reliability for you and we have never lost any data for any of our customers. This is one of our number one priorities.

Thank you,

Tim



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