

Our security measures cover all three critical security areas: physical security, operational security and system security. Physical security includes locking down and logging all physical access to servers at our data center. Operational security involves creating business processes that follow security best practices to limit access to confidential information and maintain tight security over time. System security involves locking down customer systems from the inside, starting with hardened operating systems and up-to-date patching.

This is not just something that is nice to have. To Intelecare, it is imperative.

Physical Security

- Data center access limited to data center technicians
- Biometric scanning for controlled data center access
- Security camera monitoring at all data center locations
- 24x7 onsite staff provides additional protection against unauthorized entry
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

System Security

- System installation using hardened, patched OS
- System patching configured to provide ongoing protection from exploits
- Dedicated firewall and VPN services to help block unauthorized system access
- Data protection with managed backups
- Dedicated intrusion detection devices to provide an additional layer of protection against unauthorized system access
- Distributed Denial of Service (DDoS) mitigation services based

Operational Security

- ISO17799-based policies and procedures, regularly reviewed as part of our SAS70 Type II audit
- All employees trained on documented information security and privacy procedures
- Access to confidential information restricted to authorized personnel only
- Systems access logged and tracked for auditing purposes
- Secure document-destruction policies for all sensitive information
- Independently audited disaster recovery and business continuity plans in place



Intelecare Security Overview

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