

## what is Issuetrak cloud?

Issuetrak Cloud is the full Issuetrak software running in a hosted environment. You get the benefits of Issuetrak without the time and money required to run your own server hardware, software, and IT infrastructure.

## where is the Issuetrak cloud hosted?

Issuetrak's cloud is hosted by Amazon Web Services (AWS) in the United States.

## is it possible to get copies of my data?

Yes, we can send you your data upon request.

## why might I consider cloud vs. on-premises?

Our Cloud offering is designed for customers that don't have the time or resources to invest in the hardware, software, or IT personnel needed to install and maintain a SQL Server-based Web application. Issuetrak Cloud is a simple, cost efficient way to deploy Issuetrak. Implementation of a Cloud solution can be faster and require less commitment than an On-Premises solution. Up-front expenses are significantly less because it is not necessary to purchase your own server(s), SQL licenses, and network equipment. Ongoing support, upgrades, and enhancements are handled entirely by Issuetrak – saving you a significant amount of time and money. Additionally, our hosting environment complies with ISO 9001, 20001, SOC 1/2/3 requirements.

## can I start out with cloud service and switch to on-premises later?

Yes. If you want to bring your Issuetrak application On-Premises at a later date, we'll be glad to assist you.

## is it reliable?

The uptime of our high performance Cloud exceeds 99.96% and performance is continuously monitored. Automatic alerts are sent to Issuetrak, ensuring immediate action is taken, if needed.

## is my data safe?

Yes. Security is a priority in the Issuetrak Cloud. Industry best practices for operating system and data security are in place. These measures include backups, antivirus protection, proactive patch management, data encryption (at rest and in transit) and regular audits. Secure Socket Layer (SSL) encryption is always enforced to secure communications to and from the Cloud application. All data is stored on Elastic Block Storage (EBS) within Amazon Simple Secure Storage (S3). There are multiple layers of security including physical security, system security, internet redundancy, and power redundancy.



## what are the cloud facilities like?

Issuetrak-hosted solutions are maintained in a secure, high-availability data center with redundant power, HVAC environmental control, fire and smoke suppression systems, and multi-level physical security. Continuous power availability is ensured via first-in-line restoration of utility power after major outages, rack uninterruptible power supplies, building uninterruptible power supplies, and backup diesel generators with priority fueling. Physical security considerations include two-factor authentication, closed circuit monitoring, and armed security guards. All employee access is routinely audited, and public access is expressly forbidden.

## what about backups?

We perform multiple backups on all client data continuously throughout the day, in addition to a nightly backup. We archive the following to Amazon's Simple Storage Service (S3):

- Daily Elastic Block Storage (EBS) snapshots
- Weekly Amazon Machine Images (AMI)
- Transaction log database backups (every 10 minutes)
- Continuous synchronization of web data
- Nightly database backups
- Encrypted database backups are transferred to secondary secure storage in S3

## do you provide a service level agreement?

Yes. Availability is vital to your business and Issuetrak is committed to maintaining a minimum amount of downtime for your Cloud environment. A Service Level Agreement (SLA) is in place to protect you against unscheduled outages and is available for review upon request.

## who do I contact if there is a problem with my cloud solution?

Issuetrak Maintenance Plus is included with the Cloud service. Maintenance Plus provides unlimited access to Issuetrak Technical Support. Support can be reached at 757.213.1351 Monday through Friday, 8AM to 8PM (EST/GMT-5). Emergency after-hours support for critical issues is available 24/7, at no additional charge.

