

Security Category	Sub-category	Element	Provisions
Computer Network	ECMS (FileBound On-Demand)	Redundancy	Server farm runs RAID 51 for image and data storage and RAID 1 for operating system making all image information and data redundant within each server and allowing the server to continue to function with the loss of up to 3 hard drives in a single server before any data loss is possible. Power system is fully redundant from the server to the Internet for up to one week with no power to the facility, 3 redundant connections to the Internet through three different ISP's. Back-up server can be used to swap primary server in less than 1 hour (24/7/365).
Computer Network	ECMS (FileBound On-Demand)	Backup and recovery	FileBound is set-up as a three way redundant server cluster. All data is synchronized every 15 minutes between the live servers and the hot back-up servers. Back-up servers, based in Louisville, KY for geographic diversity, are capable of replacing the primary servers in the event of a total failure of the primary FileBound system, colo facility or regional internet outage.
Computer Network	ECMS (FileBound On-Demand)	Disaster recovery	Data center server can be hot swapped within 1 hour, and clients are regularly given 2 sets of CDs for on-site access and independent disaster recovery if Internet connection is lost or New Hampshire ISP is destroyed.
Computer Network	Production Facility	Imaging service bureau security	Data - Firewall protection between our network and the Internet. All workstations run Kasperski Anti virus and mal-ware prevention and removal tools. All data coming and going from the production facility is encrypted via VPN, SSL, SFTP and PGP technologies.
ECMS (FileBound) On-Demand	User System Access	ECMS Security	SSL encryption included. Passwords encrypted with proprietary encryption technology. Optional additional password security available, including but not limited to aging, minimum string length, apha-numeric requirements.
Facilities	ECMS (FileBound) On-Demand	ISP Facility security	Pease Tradeport based ISP – utilizes former Air Force Communications building. 24 hour surveillance, armed response, key-card access only, locked secured cabinet within colo facility..

Facilities	Production Facility	Production Facility Security	Physical - no direct-to-exterior windows in production work area. Armed guard response. ADP security system. Separate employee access only storage facility for imaged records. All entrances double door security card access. ("man trap").
Production Process	Conversion Services	Transportation Security	Company pick-up and delivery vehicle armed with LoJack system. If vehicle moves more than 15 feet without the keys in it, the system alerts local law enforcement who can track the vehicle via GPS.
Production Process	Employee Security	Background checks	Every employee is checked for criminal and financial background. No employees have any felonies or any financial discharge of \$5,000 or more. All employees have identity verified and last three addresses verified.
Production Process	Employees	Personnel	All Recordsforce service bureau employees have signed customer non-disclosure/confidentiality agreements as a condition of employment.
Insurance	Liability Coverage	Bonded and insured	USD \$2 million liability policy. Additional errors and omissions and professional liability insurance coverages as well.