

Partner XE™ – Hosting Service

Losing crucial client data can be a detrimental situation for an agent. Unfortunately, data is more at risk today than ever before. Agencies increasingly share information across multiple locations and branch offices, not just within a single location. And, as the insurance world continues its shift to the paperless environment, no longer do we have paper documents to back up information on a computer. This has made Information Technology (IT) security more important than ever.

Essentially, IT security covers the loss of data, no matter how, from losing valuable information during a server crash to becoming victim to hackers.

The three widely accepted elements of IT security are confidentiality, integrity and availability. Historically, up to about 1990, confidentiality was the most important element of information security, followed by integrity, and then availability. By 2001, changing use and expectation patterns moved availability to the top of the list. The first goal of modern information security has become, in effect, to ensure that systems are predictably dependable in the face of all sorts of malice.

SIS has recognized the need for improved IT security and, with the new hosting capabilities for Partner XE, has developed a state-of-the-art security system. If you opt to have your Partner XE system hosted by SIS, you can trust your data will be secure.

Data Confidentiality & Integrity

SIS houses its servers at a secure, off-site data center. A limited number of SIS employees have access to the data, and data center employees cannot access the server room without clearance. Both the building and the server room are guarded at all times and a security card is needed to enter.

All of your important agency information is protected through secure logons. Any communication between you and our servers is encrypted to ensure the highest level of security for your data.

Data Availability

In addition to the threat of someone damaging or stealing your data, there is a risk of physical harm. The key is redundancy — having back-ups of everything — from hardware to power supply and from storage disks to Internet connection.

The SIS data center was created to handle many types of hazards. For example, it is on a raised floor to protect the servers from earthquakes or flooding. There are multiple power sources such as generators that can run for days in the event of a power outage. The data center uses multiple Internet providers, so if one cannot perform, another instantly kicks in. All hardware is backed-up.

Because there is no such thing as being too careful, there are also plans for data recovery and minimal recovery time.

Benefits of SIS Hosting

Beyond the benefit of knowing Partner XE is hosted in a secured data center with built-in, no- fault redundant server systems, Partner XE can run from any PC anywhere, so you and your staff can provide the best possible service to your clients. And, you'll have lower, more predictable IT costs. Most importantly, it allows you to focus on selling insurance instead of handling IT concerns.

SIS Data Security Checklist	
✓ Data center/server room	Yes – Vault-like data center with heavy doors; no windows
✓ Security card entrance	Yes – building and data center plus guards 24x7
✓ Data encryption during data transfers	Yes
✓ Secure logons	Yes
✓ Limited access	Yes – Only data center administrators
✓ Firewall protection to data	Yes – Internet and server
✓ Windows updated with security patches, weekly	Yes
✓ Back-up, off-site daily	Yes
✓ Malware protection & anti-virus	Yes – Norton AntiVirus™
✓ Physical security, disaster protection	Yes – Backup site out of state
✓ Power failure	Yes – Generator / Tested annually
✓ Fire suppression	Yes – Specially built location / independent HVAC
✓ Internet access redundancy	Yes – Multiple access points to the internet
✓ Catastrophe	Yes – Back up within 48 hours