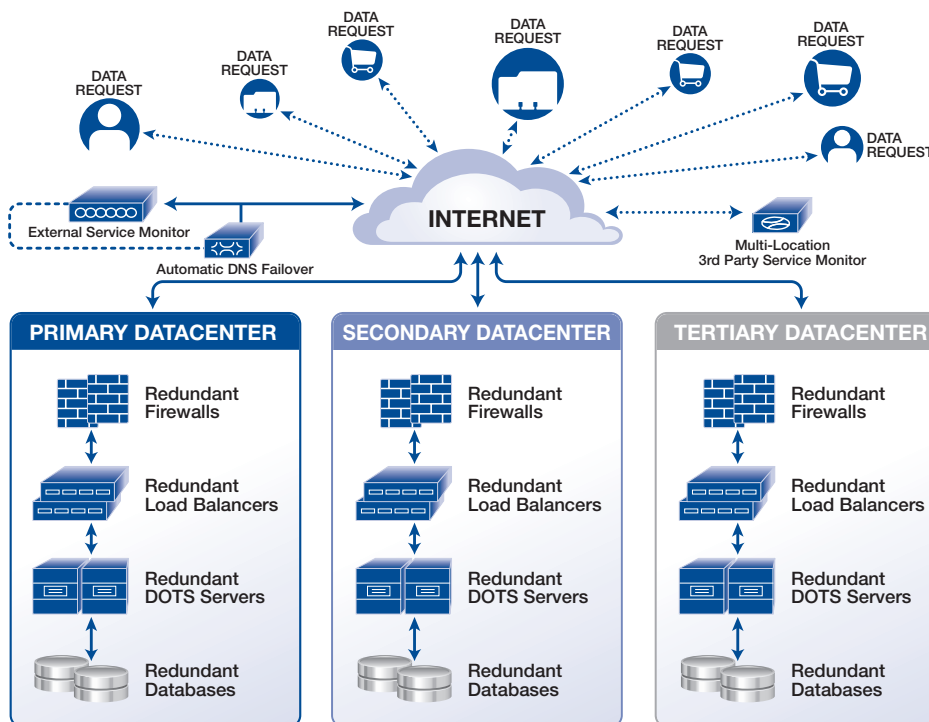


Security & Reliability You Can Count On

Security, uptime reliability and data integrity are of the highest priority at Service Objects. Our detailed Service Level Agreement includes guarantees that demonstrate our commitment to our customers and our willingness to stand behind our internal processes, our network and the quality of our DOTS web services.

RELIABILITY & UPTIME

As part of our commitment to superior service, Service Objects has multiple state-of-the-art datacenters operating in independent geographic locations, and staffed 24/7/365. Each datacenter features multiple diversely routed fiber optic connections to the Internet using Tier 1 backbones, redundant power supply via battery backup (UPS systems), and diesel generators. Redundant routers, switches, server clusters and backup systems guarantee high availability of 99.999% and ensure sub-second transaction speed.



DATA SECURITY

All our sensitive data is encrypted and our redundant infrastructure ensures the highest levels of service availability. Our facilities and datacenters have a high level of physical security, including: locked cabinets, ingress and egress are secured with electronic keycards and PIN codes. We maintain a strict privacy policy and your data is never stored. All systems are protected with industry leading enterprise-grade firewalls with continuous firmware updates. These devices also provide for 100% encrypted data transfer for intra-datacenter communication as needed. We provide bank-grade security.

REDUNDANCY

Each of Service Objects' data centers consist of multiple, load-balanced Windows® and Linux servers. Load balancing is stateless and is performed by redundant content switches. To achieve maximum uptime, all of our servers and switches are redundant, and we use redundant cabling and power supplies.

MONITORING

Service Objects uses multiple monitoring systems to ensure our services are operating normally at all times. Service Objects uses both internal and external third party monitoring systems. Monthly performance reports generated by a third party system, Site24/7, can be viewed from our website.

BACKUPS

Our data is continually backed up and our databases are constantly synchronized between the data centers. This synchronization enables Service Objects to quickly failover databases in the unforeseen event of database server failure.

WHY SERVICE OBJECTS

- Most accurate data available
- 24/7 customer support
- 99.999% server uptime guarantee
- Simple pay-as-you-go pricing
- No long-term contracts
- Bank-grade security
- Open industry-standard programming interface
- Free API trial key or sample batch

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www.serviceobjects.com

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