***Practical Sales Tools, Inc.***
***1301 Skippack Pike, Suite 7A-210***
***Blue Bell, PA  19422***
***888.433.2891 or 215.641.8585***
***www.wiredcontact.com***

# Security Statement

## WiredContact Application Architecture

WiredContact uses technologies from Microsoft such as Internet Information Services (IIS) and SQL Server 2008.  WiredContact is not ASP/ASP.Net/.Net/Java and has no dependencies on any of those environments. WiredContact is compiled ISAPI and has no dependent dlls required to run.

## World Class Data Center

The WiredContact Cloud is a world class facility with  state-of-the-art security, N+1 redundancy in electrical and environmental systems, and an on-site Network Operations Center monitored 24/7 by trained engineers.

## SAS 70 & SSAE 16 Certification

The Data Center has been audited and received SAS 70 Type II Certification and SSAE 16 Type II Certification. Both Certifications are internationally recognized auditing standards developed by the American Institute of Certified Public Accountants and represent that a service organization has been through an in-depth audit of their control activities, which includes controls over information technology and related processes. SSAE 16 is intended to create a more global, unified standard by more closely aligning the U.S. with international standards.

## Physical Security

The Data Center is protected by multiple layers of security including building & facility access secured by magnetic locks, biometric scanners, 24/7 onsite-personnel, monitored and recorded closed-circuit television, person-traps, and mandatory identity logging of all outside visitors.

## Firewall Architecture

The Data Center utilizes a two-tier security architecture. The first tier of the architecture is implemented by redundant perimeter firewalls, based on the Cisco Secure IOS. The firewall protects against malicious hacking attempts and Denial of Service attempts. The second tier of the security architecture is implemented by the use of private, non-routable IP address spaces. In the unlikely event the firewall is breached, the servers behind the firewall cannot route traffic to the Internet.

## Site Electrical Power

The Data Center maintains two separate power feeds and protected by redundant UPS power systems. The facility has diesel generator backup systems to protect buildings against an extended loss of commercial power. The generators are configured to automatically start when they sense a loss of power from the local electric utilities. The generators are tested monthly to ensure they are in proper working condition.

### Environmental Controls

The Data Center utilizes redundant industrial environmental conditioning units to control the environment. The units maintain the temperature at 72 degrees F (± 5 degrees) and 30-60% humidity (± 5%). The backup generators will power the units in the event of a commercial power failure, ensuring the environment is controlled even in an emergency situation.

The Data Center is protected from fire damage by design with concrete floors, steel ceilings, and steel framed racks.

### 99.9% Server Uptime

The servers have redundant hot-swap power supplies and RAID-1 protected hot-swap disks.

### SSL Security

Customers can opt to use SSL with 128-bit encryption. The encryption keys are installed annually.

### Database Backups

Database backups are created daily for every client. We maintain the current month backups plus retain 3 monthly backups. A copy of the nightly backup can be available for download by the customer, if required.

### WiredContact User Security Options

The security of the WiredContact database is a critical issue to protect sales and marketing intelligence. A centralized database adds to the safeguarding of information. This means that information isn't installed on local hard drives at a satellite or home office, or even a laptop or mobile device.

Control & restriction of data access protects corporate intelligence. WiredContact Administrators can easily deny access to a user, and restrict the data a User can see and update. WiredContact allows management to easily and effectively restrict permission to access data in order to prevent a certain category of employee or team from being able to make changes.

Territory management lets access to records be defined by a team, group or individual; field value; or other important criteria. Field-level security gives permission, on a user-by-user basis, to see or edit fields. Together, these features help sales management allow enterprise-wide access to certain types of information while restricting access to more sensitive material on a need-to-know basis.

The usefulness of this feature is especially advantageous since the functionality can be configured without the need for specialized IT know-how.