Arcserve UDP Cloud Direct Solutions

Data security and privacy are key concerns for companies as they transition to the cloud. Arcserve UDP Cloud Direct solutions provide comprehensive, highly secure business continuity services without the complexity, additional expense and management overhead required to deploy servers, storage and appliances.

Commitment to Your Data

As the leading provider of business continuity, Arcserve is committed to the integrity, security and privacy of your data. We employ a variety of business, technical and process controls to secure your data and have successfully completed our SSAE-16 audit for our Cloud Direct solution.

Arcserve Business Controls

Arcserve has implemented a number of business controls to ensure the smooth operation and delivery of our services. We have implemented a series of processes and procedures to ensure that these controls are followed in our day-to-day business operations and we regularly review our performance against these business controls and take corrective action where necessary.

Our business controls provide assurance for the following practices:

- Access to the production systems (including applications, networks, databases and related data, operating systems and servers) and customer information is limited to properly authorized individuals

- Physical access to the datacenter facility, computer equipment, media and documentation is limited to appropriately authorized individuals

- Initial customer set up is complete and accurate

- Roles and responsibilities within our organization are planned, implemented and managed in a systematic manner

- Access to firewalls and network devices is limited to authorized personnel and customer data is protected from unauthorized Internet access

- Implementations of, and modifications to, production system elements are approved, documented, tested, and implemented completely and accurately

- The Production system is available and executing properly

- Customer support services are available and provide a timely response to any issues or concerns regarding service

Arcserve Technical Controls

As part of our overall security management program, our comprehensive technical controls include:

- Automated and continuous third party vulnerability scans

- Data encrypted in flight, during transmission, via industry standard SSL encryption

- Data encrypted at rest with a unique key per volume using the Advanced Encryption Standard (AES)

- Comprehensive patch and version management

- Continuous and distributed monitoring of system availability and SLA compliance

- Real-time data validation ensuring data read is correct and complete before being passed up to customer

- Optional multi-data center for geo-diverse data protection, defending against all incidents up to and including complete data center destruction

Arcserve Process Controls

Our process controls include:

- Change control and automated configuration management to minimize change risk and minimize downtime

- Internal segregation of duties; least required permissions access model

- Pre-employment background checks of all Arcserve employees

- Customer validation and delegated administration model (anti-pretexting/phishing)

- Ongoing log and security reviews

Arcserve is an award-winning provider of high-performance business continuity solutions that are a worry-free choice for businesses and managed service providers. In combination with its extensive portfolio of software, hardware and cloud solutions, the company's direct-to-cloud approach provides businesses with a fast and reliable way to protect, access, and quickly recover their business-critical data and systems—both physical and virtual—without the need for costly extra hardware.

Arcserve is committed to the security of your business continuity environment. Get in touch with us at info@arcserve.com to see how you can align your needs with our current data integrity practices.

To see Arcserve Data Protection in action with our free trial, **visit arcserve.com**