

FileTrail leverages a state-of-the-art data center in Maryland, to provide fast, secure, and reliable services to our clients. Our facility is SAS 70 Type II certified (Tier 3) and uses a fully-integrated Monitoring System for all critical building, server and network systems, and is located less than a half-hour from us in case we need physical access.

Network, Servers and Services

- 99% uptime guarantee
- Redundant UPS power systems
- Full BGP peering with all providers
- DWDM Ethernet Backbone operating at 20 Gbps
- Fully redundant paths for connectivity
- Fully redundant high-end Cisco and Juniper routing equipment
- High availability commercial grade web servers
- 24x7 monitoring of web servers, storage components and services
- Fully redundant high-end Cisco firewall and routing equipment

Data Security

- Secure file transfer services (FTPS - SSL/TLS)
- Automated decryption processes for unattended imports
- First quality backup and restore technologies
- Off-site redundant backup of client data
- All data storage and backup resides in the US
- Fully integrated IP-based application restrictions
- Individual databases for each client application

Environmental Controls

- Redundant air conditioning systems
- Temperature maintained at 68° ± 2°
- Humidity maintained at 45%
- Temperature and humidity computer controlled
- Laser Smoke Detection system
- Fire Suppression system

Power

- Electrical network connected directly to multi-substation power grid
- 80 kW+ and 125 kW+ UPS power with on-line batteries
- 450 kW emergency diesel generator
- Fully redundant paths for power
- Automatic Power Transfer Switch (ATS) for entire load to generator

Physical Security

- Controlled access by staffed guard station, pass cards, and video surveillance
- Full facility video surveillance and CCTV with online monitoring
- 24x7 guard staff