Application Availability

ftwilliam.com strives to maintain four nine (99.99%) availability of its systems and software. Numerous technologies and procedures ensure the availability of web-based services and customer's data: as a result ftwilliam.com has experienced less than a total of 2 hours of down time in any year.

ftwilliam.com Servers

The ftwilliam.com servers are hosted in a secure data center which provides redundant power, cooling and paths to the Internet. Constant availability of the ftwilliam.com software is ensured through the use of application server pools. Each request to the ftwilliam.com systems is made to a pool of servers; should a server in one of the pools fail, the remaining servers in the pool will continue to process customer requests. The ability to add additional servers to the pool allows ftwilliam.com to scale to an unlimited amount of users. ftwilliam.com servers use RAID (*Redundant Array of Independent Disks*) technology, which simultaneously writes all customer data to multiple hard-drives to mitigate the risk of data loss, and allow the server to remain available and online should a hard-drive fail.

System Monitoring

To verify system integrity and minimize downtime, ftwilliam.com monitors the activity of key system and network services on production and disaster recover servers. Monitoring services are performed by separate servers and are monitored themselves by separate servers. Technical staff are immediately and automatically notified of any failed system monitoring checks and ftwilliam.com maintains current procedures to ensure the availability of data and services.

Backup and disaster recovery

ftwilliam.com maintains a current, complete offsite data center to ensure business continuity in the event of a disaster. The offsite server continually syncs with the production environment, and a loss of the production environment would result in no loss of data, or critical system downtime.

Additionally, ftwilliam.com creates an onsite complete backup of the production environment every 2 hours, which is stored for 24 hours on a rolling basis, and attachments to DOL filings are backed up daily. At the end of every week, an offsite backup is created which contains a complete backup of the production environment.

Data Security

ftwilliam.com utilizes SSL (*Secure Socket Layer*) technology in order to protect all data while it is in transit from your web browser to the ftwilliam.com servers. SSL technology is the same technology and method of encryption that banks and other online merchants use to secure their transactions. Sensitive personal information is also encrypted at all times. Data stored on the ftwilliam.com servers can only be accessed

by those at your company who have a login name and password for the ftwilliam.com system.

Security Review
The Director of Technical services regularly reviews key activities, and security logs such as super-user activity, and firewall logs to detect any unauthorized attempts to access ftwilliam.com. Regular network scans by an independent 3rd party, are conducted several times every month.

Physical Security
To ensure availability of ftwilliam.com, production and backup servers are hosted in secure data centers which provide redundant power, cooling and internet service. Access to the datacenter must be approved by either the Director of Technical services or Assistant Director of Technical Services, and is granted only by appointment. All visitors to the facilities must sign a guest log as well as wear a visitor's badge and be accompanied by a data center employee at all times.