

Cloud Security and Reliability

Security and reliability are critical attributes for selecting a cloud hosting provider.

With Rightworks, customers can rest assured knowing that their data is protected with end-to-end redundancy across all systems, real-time data replication, and enterprise-class multi-layer security systems – 24/7.



Information Security

Rightworks implements robust physical security measures with multi-layer, state-of-the-art systems to ensure that customer data is protected.

- Tier III & IV data centers
- Biometric scanning
- 24/7 onsite security guards, camera systems, access card controllers and key shuffling systems.
- Data center certifications include ISO 27001, SOC 1, 2, 3 Type II, PCI DSS, HIPAA, GDPR, and NIST 800 800-53/FISMA.
- Physically locked down and monitored server environments
- Bastion host configurations
- Complex passwords
- Data encryption
- Multi-factor authentication
- Multi-layered firewalls
- Secure backups
- Continuous intrusion monitoring systems
- Multiple levels of malware detection
- Machine learning and artificial intelligence used in combination with removal systems
- Systems monitored constantly and updated continuously
- Multi-layered white listing so only tested and approved applications and programs are permitted to run
- All data is physically secured and monitored, 24/7.
- All customer data is stored on Rightworks-owned systems. No third parties back up, store, or have access to live or archived data.
- All data is stored in diverse locations within the United States
- Regular scanning and penetration tests by third-party, security-certified solution providers.

End-to-end Redundant Infrastructure

- Production systems that operate within each data center are end-to-end redundant.
- Utilize fault tolerant RAID arrays, redundant power supplies with UPS, and backup generators
- All network interconnections are fully redundant including the routers, switches, firewalls, load balancers, and network cards in each server.

Tier III & IV Data Centers

- Production systems operate within Tier III & IV (the highest tiers for collocation data centers)
- Carrier grade data centers are over 2,000 miles apart (coverage for East Coast and West Coast)
- 911 services and protection by the National Guard during natural disasters and security threats
- Located outside municipal centers to significantly decrease risk of terrorism threats
- Each data center has an Internet backbone provider which significantly improves network latency, availability, and reduces likelihood of routing issues.
- Redundant power, multiple power grids, battery backup, and onsite power generation.
- 99.995% uptime

Real-time Replication and Backups

- Real-time replication of user security credentials between the data centers
- Replication and load balancing on web servers, allowing customers to be load balanced and authenticated through the data centers.
- Backups are performed on a nightly basis and retained for 90 days in a secure offsite facility

Information Security Specialists

- Rightworks has a resolute team of security specialists to ensure network integrity, stability, performance, compliance, and attack prevention.

Rightworks Employee Security

- Starts with a national background check performed by a recognized outside provider
- Informational security training is initiated immediately after the employee start date and prior to any interaction within the Rightworks infrastructure
- All Rightworks employees and contractors sign a confidentiality agreement
- Ongoing security awareness training is supplied by a top provider of these security services
- All full-time employees are employed in the United States and no offshore full time employees are utilized as part of the overall delivery strategy