



# Aspect<sup>®</sup> Hosted Security

Comprehensive security protection for your Aspect Hosted environment

Security is the top priority in the design and deployment of Aspect's Hosted platform. Aspect's data centers are engineered to provide the highest level of security. We use state-of-the-art security best practices and advanced tools to secure your applications and manage regulatory compliance so you can incorporate Aspect Hosted with confidence.

Aspect Operations Centers are managed by a team of qualified and trained engineers and support resources that are working around the clock to ensure your Aspect applications are highly available and your data is protected at all times.

Aspect provides a comprehensive framework for securing your applications and data at all levels – from network, host, physical security to proactive monitoring, redundancy/backup to regulatory compliance.

## Network Security

Aspect's data centers are designed to provide maximum security by detecting, stopping and preventing intruder access.

- Intrusion Detection Systems are deployed to monitor unauthorized access or detect malicious activity
- Servers are protected by redundant firewalls
- Front-end application and web servers are isolated from other services
- Databases are further protected in a separate data island firewalled from the front-end servers

## Host Security

Advanced security measures are put in place to improve server security at the host level. Aspect employs security best practices to include server hardening to help minimize host vulnerability.

- Virus and malware detection tools are constantly active
- Servers are regularly updated with the latest security patches
- Administrative access to servers is restricted to authorized staff, and must occur over a secure encrypted session
- All administrative access is logged and monitored

## Physical Security

Aspect uses leading industry security practices such as 24x7 manned security, biometric identification, and camera surveillance to control and monitor the facility ensuring only authorized entry to our data centers.

- Data center access limited to data center technicians
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

## Proactive Monitoring

Aspect actively monitors all applications and critical infrastructure on a 24x7 basis to ensure system availability whenever you need it. The proactive monitoring component of the service securely monitors platform, operating system, and database, as well as Aspect applications to ensure optimal performance.

- The service proactively monitors infrastructure related capacity, network connectivity, and other hardware conditions
- Anti-virus and operating system updates to keep solutions current with latest technology and applications updates
- Automated system backups with verification

### Redundancy and Backup

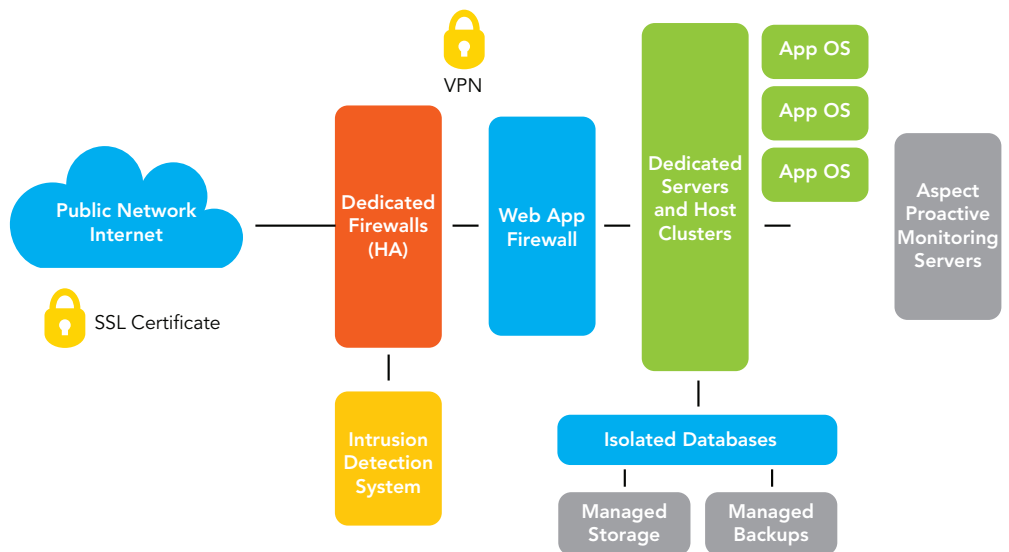
Aspect’s infrastructure is designed with multiple layers of redundancy within a single site to safeguard your data and maximize uptime. Customers can also choose full data center redundancy as an option.

- Data centers are equipped with fire, water, and heat detection and protection systems
- Uninterruptible Power Supply (UPS) and generator backup systems for power
- Diverse entry points for key communication facilities
- Each critical system in the architecture is fully redundant including all necessary components: load balancers, firewalls, switches, and routers
- Multiple high-speed Internet Service Providers using high performance bandwidth for redundancy and automatic failover
- Servers are deployed with redundant power supplies, redundant network cards, and RAID configured disk storage

### Compliance, Audits, and Certifications

Aspect adheres to internationally recognized standards and regulations and utilizes third party to validate security compliance in order to provide the best protection available for your data.

- Data centers are SOC2/SSAE16 compliant and ISO 27001 certified
- Regular security vulnerability scans performed using an independent third party



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#### About Aspect

Aspect’s fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world’s most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit [www.aspect.com](http://www.aspect.com).

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