






Is Trumba Connect secure and reliable?

Trumba Security & Reliability



SECURITY

-  Physical security
-  Infrastructure
-  Vulnerability scans
-  Data backups
-  Data encryption

Web-hosted software, such as Trumba® Connect, has many advantages. You can set it up quickly and easily and you don't have to worry about maintenance and updates.

However, to benefit from these advantages, you must be confident that you will not lose or have trouble accessing your data and that your privacy will not be violated.

Trumba Corporation has policies and infrastructure in place to keep your data secure and protect the privacy of your personal information. We also ensure the availability of your data through the highly reliable hardware and software that hosts it.

Security

We have taken steps to ensure that the production equipment and network infrastructure that house your data are secure.

Physical security Our production equipment is housed in a state-of-the-art, seismically-reinforced colocation facility that exceeds California seismic zone 3 standards. It is locked down behind a multi-layered, high-security perimeter that is professionally guarded on site 24 hours a day, 365 days a year. The Trumba network is protected from security vulnerabilities by some of the best solutions available in the industry.

Infrastructure Your data is hosted on an industry-leading Internap® network infrastructure that includes intelligent routing through all major Internet backbones to achieve the highest availability and shortest response times. The data center provides redundant power supplies with battery and diesel generator backups.

Vulnerability scans We contract with an independent third party company to run periodic vulnerability scans on our external and internal systems.

Data backups We have a dedicated backup server farm that continually replicates customer data. Backups are secured offsite.

Data encryption Trumba uses the best encryption products available to protect your payment information, including 128-bit VeriSign® Extended Validation SSL (Secure Socket Layer) Certification.



RELIABILITY

- Redundancy
- Scalable server farm
- Health and performance monitoring

Reliability

We've put safeguards in place to ensure that Trumba Connect will be there when you need it.

Redundancy We offer full hardware and software redundancy. Intelligent load balancers from F5 Networks automatically choose active routes to avoid consequences from equipment failures.

Scalable server farm Our server farm is ready to scale to quickly meet growing customer demand. It is built on state-of-the-art Hewlett-Packard and Dell[®] 64-bit processing platforms and powered by the latest Enterprise Edition of Microsoft[®] SQL Server.

Health and performance monitoring We have a fully staffed, highly qualified Operations team. We monitor the site 24 hours a day, 365 days a year. Our team is on standby to respond within minutes if we receive notification of site outage or severe performance problems.

Privacy

Your privacy is important to us. We will not share your personal information with anyone or use it for any other purpose.

We use the information we collect to process your requests and transactions, administer the site, provide you with information, products, and services that you specifically request, and inform you about publications, events, promotions, products, or services that we think will be of interest.

Only a limited set of employees has access to customer accounts for customer service purposes, and accounts and log data are not viewed by a human being unless there is a security, audit, or internal business purpose.

Read our complete [Privacy Policy](#) online.

Additional questions?

- Contact Sales at **1-800-925-0388**.
- Watch an online demonstration. Visit www.trumba.com to learn more.