

Security and business continuity overview



Sage is committed to the security and confidentiality of your vital business data.

We appreciate the trust you place in us to deliver a platform to manage your payroll processing securely and consistently. We assure you that the measures in place to safeguard your confidential data are among the most stringent in the industry. Sage Payroll Services employs a “defense-in-depth” strategy that provides protections across our payroll processing environment.

Security

Physical

The physical security of Sage Payroll Services production systems is provided by our hosting provider, TierPoint (www.tierpoint.com). Access to the facility is restricted to authorized individuals, who must be precertified to enter the building. The site is monitored 24 hours a day, and all access to the facility is logged. Our computing equipment is located in a locked cage that is only accessible to authorized personnel.

Network

The Sage Payroll Services network employs routers, firewalls, and Intrusion Prevention Systems/Intrusion Detection Systems (IPS/IDS) to segment, control, and monitor all traffic. The customer-facing web tier operates behind Cisco firewalls in Demilitarized Zone (DMZ). Application and database servers operate in a secure area of the network

not accessible from the Internet. Third-party penetration tests are performed at least annually.

Data transmission

All Internet traffic between Sage Payroll Services online applications and end user browsers is encrypted using 128-bit encryption.

Servers

Servers utilize endpoint protection to prevent rogue applications, viruses, worms, and other malware from infecting the infrastructure. Server operating systems are hardened to lessen the attack vectors available to a malicious actor.

Application software

Our applications are designed to ensure security is “built in.” All Internet-facing applications are available with multifactor authentication (MFA), which uses challenge questions and other measures, in addition to usernames and passwords, to ensure only valid users can access the system. Our applications undergo an annual third-party security evaluation.

Monitoring

In addition to the monitoring performed by Sage, SecureWorks (www.secureworks.com) provides managed security services, including firewall management and monitoring, Intrusion Prevention Systems/Intrusion Detection Systems (IPS/IDS) management and monitoring, log analysis, and vulnerability testing.

Business continuity

The Sage Payroll Services business continuity strategy addresses both hardware-level outages and facility issues. Our hosting provider, TierPoint, provides redundant power and Ethernet hand-off to the Sage Payroll Services infrastructure. Power is provided by generators with capacity to run the entire facility, including cooling, in the event that public utility electrical power is lost. Backup power and cooling infrastructure is tested on weekly and monthly intervals. In the event of a hardware failure, a new component is utilized to restore service.

If the failed hardware were a server, the appropriate data would be restored from backup. In the event of a facility outage, work would be shifted to another Sage Payroll Services processing center. The Sage Payroll Services disaster recovery site is located in Mount Laurel, NJ. This site can support operations in the event of an outage at our primary data center. Access to the site and the data are restricted to authorized individuals only.

Backup

Business-critical data is backed up every night to disk or to a robotic tape library. Media is routinely restored to test data integrity and validity of the backup. The nightly backup of data ensures that we operate with only the most up-to-date payroll information in the event such data needs to be retrieved.

At Sage the security and confidentiality of your data will always be our top priority. Our security, business continuity, and backup strategies help ensure safe handling of your vital business information.

For more info, visit: www.sage.com/us/sage-payroll-services
or contact us at 888-591-5151