



Safeguarding Your Messaging Environment

Creating a secure messaging environment for our community of customers, prospects and partners is paramount to maintaining a trusted reputation. Backed by **SwiftReach's Notification Delivery Network (NDN™)**, SwiftK12 users will experience mission-critical message delivery speeds along with the reliability of a highly-secure and fully-redundant network.

Data Backup

All data is immediately archived and replicated across each of our redundant facilities. In addition, a complete database backup is taken and archived nightly.

Disaster Recovery

SwiftReach has a full recovery plan for all aspects of our network. The Disaster Recovery is updated based upon regular exercises or actual events.

Emergency Plan

SwiftReach has policies and procedures in place for managing emergency situations. SwiftReach houses all four (4) network points in Tier 3/4 data centers which are engineered towards supporting mission-critical applications with full redundancy. The data centers are SSAE 17 SOC2, SOC3, and HIPAA compliant.

Data Encryption and Decryption

Data moved between multiple points are secured using a 128-bit SSL (Secure Socket Layer) encryption and a combination of pre-shared keys and client and server certificates.

Authentication

SwiftReach servers are hosted in Tier 3/4 data centers requiring keycard access/biometric access to the servers. Authorized personnel requesting access must provide a photo ID and receive an escort through the center by security personnel. Usernames and passwords are encrypted.

Workstation Security Plan

SwiftReach enforces the use of complex passwords that are changed regularly, workstations that lock after 15 minutes of inactivity, and places limits on the available of client data to those within the organization who have an absolute need-to-know.

Audit Controls

All access requests, reads, writes, and updates are logged by secure audit trails and monitored closely.

Privacy

SwiftReach adheres to the Health Insurance Portability and Accountability Act (HIPAA). Annual training to all employees reinforces policy regarding data privacy, physical safeguards/security, and reporting potential breaches. All data at SwiftReach is treated as Protected Health Information (PHI), maintained and destroyed accordingly. No personal information about our clients is ever shared with any third party without a Client's specific written permission.

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