



# Data Center Description

## Overview

Extra Duty Solutions has four independent but interconnected operations centers: Shelton CT, Wall NJ, Tampa FL, and San Antonio TX. All four centers are capable of executing all nationwide account functions and can support operations 24 hour-a-day, every day. The San Antonio Center serves as the Jivasoft Information Technology (IT) Development Center. In July 2019 we opened our new Core Operations Center in Shelton, CT. This Core Operations Center is designed with high-availability technology solutions throughout.

## Core Operations Center

The Shelton, CT Core Operations Center is designed to operate at full capacity for an unlimited duration *without public electric-grid service and without building environmental service.*

Internet: Three independent communications technologies provide internet access using 4 different providers for data & voice circuits. Enterprise fiber, business-class coaxial, and dual-provider LTE cellular data connections provide triple-redundant internet with automatic real-time failover.

Power: Full-service backup power provided by a dedicated 250KW generator. Transitional uninterruptable battery power provides conditioned power to critical circuits during the transition from building-power to generator-power.

Environment: Building environmental systems are 100% supplemented by our own 10-ton cooling system, which is also redundantly powered by the backup generator.

## Business Support Systems

Our network of cloud-based business software systems allows for simultaneous access to critical business systems from our four operations centers or remotely from any location with reliable highspeed internet. All software is hosted on geographically-diverse servers and with world-class cloud hosting providers.

Our extra duty program administration software (Jivasoft) is cloud-based and hosted the nation's leading hosting provider. Our uptime is 4-9s (99.99%); we are typically only "down" when we are upgrading software enhancements and do so around 1 am for 5 minutes as needed

Our call routing software is the same software used by the world leaders in customer service. Our incoming calls are routed immediately to the correct account representative anywhere in the country, 24 hours a day 7 days a week. In the last 18 months, the total downtime of our phone lines has been 76 minutes. This is less than 5 minutes a month. 94% of our incoming calls are answered by ring three.

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