

## Keeping Your Data Safe is PetPoint's Top Priority



When planning for the software your organization will use to handle your inventory data, one important factor to keep in mind is deciding which product and which company you can trust to protect and secure your data. At PetPoint, we take this responsibility very seriously and work towards a comprehensive and competitive platform that meets your needs without compromising your security.

At PetPoint, we start by offering support that is unsurpassed in the industry. Technical support staff are readily available Monday through Friday from 8am - 8pm EST. In the event of an emergency during any other time, support staff are available 24 hours a day, 7 days a week.

Another safety feature is the fact that PetPoint is a hosted application. As such, your staff can concentrate on the core business of animal care while we take care of your data. We understand the importance of your data, and have created an environment for PetPoint that exceeds industry standards. Our hosting partner is SunGard, a global leader in software and processing solutions for financial services, higher education and the public sector. With headquarters in the U.S. and a presence in 30 countries, SunGard serves more than 25,000 customers around the globe, including the world's 50 largest financial services companies.

SunGard also provides complete back-up services and security; including numerous redundancies in the electrical, HVAC, and fire suppression systems. The equipment upon which the PetPoint program and data operate is located in a high-security facility,

accessible only by SunGard staff, and is electronically monitored 24 hours a day, 7 days a week. This facility is staffed around the clock with trained engineers, so that any fault or problem can be quickly diagnosed and acted upon.

The equipment PetPoint sits on is state-of-the-art, and we regularly upgrade and add hardware throughout the system to maintain peak performance. Our hardware has been constructed and configured to eliminate any single point of failure – each server has multiple power supplies, network interface cards and redundant disk arrays. All network and server hardware is protected by high-level warranties and technical support directly from the manufacturer as well as technical support from SunGard. PetPoint is also located in a server farm, which allows for multiple front-end servers. In this server farm PetPoint is load balanced between these servers for optimal performance and in the event of a single server failure PetPoint will continue to operate seamlessly and with no downtime.

**For more information contact PetPoint sales at (866) 630-PETS (7387).**

EMPOWERING ANIMAL WELFARE THROUGH DATA MANAGEMENT

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