ConnectWise is not a new-comer to the Cloud—to the contrary, from our earliest development plans, we designed ConnectWise to be used on-site or accessed as a SAAS solution. ConnectWise Cloud enables you to benefit from the cost savings, flexibility and mobility of the Cloud without giving up a single feature or advantage of ConnectWise PSA.

ConnectWise Cloud offers anywhere access to the complete, proven solution, delivered over a reliable and exceptionally secure infrastructure. Our data centers, hardware, network security, and connectivity are second-to-none and provide you with high levels of service, security and availability that would be difficult to replicate in-house without tremendous expense.

**Cloud Data Centers**

ConnectWise Clouds are hosted at regional facilities on four continents to provide a secure, reliable and scalable foundation for our success. They are specifically designed to provide state-of-the-art hosting for mission-critical Web sites and enterprise applications.

**Power Systems**—ConnectWise only uses data center facilities that are designed for redundancy, with high availability of power to your critical server systems, and multiple power grid feeds and multiple generators for backup power.
**Security**—Keeping your data (and your clients’ data) safe and secure is our top priority. Data and systems security is considered a primary, critical objective for our ConnectWise hosting environments. Our Data Center security features include:

- 24/7 on-site security guard
- Indoor and outdoor security monitoring
- Badge/picture ID access screening and biometric access screening including escort requirements for access to raised floor areas

**Disaster Control**—Each ConnectWise Data Center is designed to withstand disastrous conditions relative to its location, ensuring that your systems and equipment continue to run, even under extreme conditions. Disaster control features in our Data Centers include:

- Fire detection and suppression systems for 24/7 operations of your critical systems
- Dual fire detection systems (photo electronic/ ionization and sniffer) to ensure early detection
- Central fire alarm system notification with a direct alarm to the local fire department for fast response
- Multi-zone, pre-action dry pipe suppression system allows suppression to be contained to the affected area and not disrupt conditions elsewhere

**Cloud Infrastructure**

We have selected the best hardware and designed our processes to protect your critical business data and make it highly accessible to you.

**Servers**—The servers in our Server Farm are classified by function, so we can quickly scale our resources to meet your needs. Our functional model provides redundancy for our ConnectWise Cloud application. Hardware redundancy includes power and storage in our environments.

**Storage**—Our Storage Area Networks (SAN) provide scalability, excellent performance and reliability. We have the ability to provide data integrity and protection along with outstanding data recovery capabilities.

**Backup**—Partner data is protected by utilizing clustering services in Microsoft SQL Server along with transaction logging between full nightly backups.

**Monitoring**—ConnectWise monitors the performance and health of the ConnectWise Clouds through the use of software and hardware tools. Proactive monitoring allows ConnectWise to take corrective measures before trouble arises. Processes and procedures are in place to quickly and efficiently correct issues once they are identified.
**ConnectWise Cloud Network**

Our network is designed to provide you with an exceptional ConnectWise experience. You can expect the highest levels of connectivity and performance, backed by the tightest standards in data security.

**Security**—Protecting the integrity of your data is our primary concern. No one sees your data unless specifically authorized by you to do so. Security features include:

- Data is stored separately for each of our partners ensuring no access to anyone except authorized users.
- The ConnectWise staff will only access partner data for support, backup and maintenance purposes.
- Application security is based on member profiles that are defined by the partner. The ConnectWise client features secure SSL data communication to the ConnectWise Clouds.
- Our network is protected by an industry-leading security appliance that inspects all traffic and protects the ConnectWise Clouds from all types of malicious attacks.

**Connectivity**—The ConnectWise Clouds around the world take advantage of being directly connected to total redundant networks and/or multiple internet carriers that provide the best user experience possible.

**Performance**—Employ redundant enterprise-level hardware load balancing appliances which feature data compression and caching technology. These hardware appliances provide outstanding performance and security capabilities.

**Akamai Network**—ConnectWise now leverages the Akamai Network, which allows for even faster delivery of the ConnectWise Cloud. By accessing 105,000 servers across 78 countries, we can now deliver solutions that are closer to our end-users for a consistent experience. The Akamai Network also optimizes end-user availability by eliminating bandwidth bottlenecks.