AUTOTASK SAAS PLATFORM

SECURE. RELIABLE. ALWAYS ACCESSIBLE.

When you rely on a software platform to manage your business and to serve your clients, you need to know that your critical business information and customer data are secure, reliable and always accessible. Autotask software operates a state-of-the-art, world-wide infrastructure that is continuously monitored, updated and augmented, with redundancy built into every system, to insure maximum performance and minimal downtime. In fact, Autotask is so committed to providing the highest level of security, reliability and accessibility for your critical business information and customer data, that we guarantee our performance, in writing, as part of your agreement.

STEADY 'FOUR-NINES' UPTIME

From remote monitoring to backup and disaster recovery, Autotask's trailing two year average availability is a steady 'four nines' – that's less than 2 hours of unplanned downtime per year. We ensure that your Autotask system is always accessible, from anywhere, so you can focus on the work that matters.

NOTHING TO TEST, MAINTAIN OR UPDATE

Autotask is true, multitenant software-as-a-service (SaaS), so you are always using the latest version and the newest features, and everything is automatically backed up, secure and instantly available to everyone in your business.

LOWER TOTAL COST OF OWNERSHIP

Autotask dramatically lowers your overall cost of ownership by eliminating the need for on-site hardware and software, ongoing maintenance, monitoring, backups, updates, security and reliability testing – so you can concentrate your time and resources on growing your business.

SCALES WITH YOU AS YOU GROW

Autotask was built from the ground up as a world-class SaaS offering, making it easy to add seats as you grow and as your needs change – without making additional investments in hardware or infrastructure.

REQUEST A DEMO
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Autotask®

WORLD-CLASS INFRASTRUCTURE, PLATFORM AND SECURITY

Autotask software was constructed from the ground up as a true, multitenant SaaS solution, developed and maintained on a state-of-the-art global network that ensures the highest level of security and reliability of our platform applications and your mission-critical business data.

Key components of Autotask's global technology infrastructure include:

Globally Distributed Data Centers

Because Autotask is a real-time, mission-critical business application, we simply can't trust our operations to a third party provider. Autotask owns and controls all of the hardware in a network of highly secure top-tier datacenters around the globe.

SSAE 16 Type II Certification

The Standard to Standards Attestation Engagements (SSAE) 16 Type II SOC1 (formerly SAS70) is a widely recognized auditing standard developed by the American Institute of Certified Public Accountants requiring service providers to demonstrate adequate controls and safeguards when they host or process customer data. Our datacenter providers conduct regular third-party audits to ensure they comply with and maintain this certification.

Maximum Uptime

If you can't access the data required for your business, your business stops. That is why we invest millions of dollars every year to ensure Autotask is there whenever you need it. Our trailing two year average availability is a steady 'four nines', and we go to great lengths to minimize planned downtime. Our planned maintenance has been less than 4 hours per year over the past 2 years. That reliably helps ensure that when anyone in your business needs to access Autotask, it is there.

State-of-the-Art Security

Autotask employs state-of-the-art security to ensure that your customer data is never compromised. Authorization and authentication are required at all levels of Autotask applications and services, and all Autotask functions are restricted to known and privileged users. Access to specific areas of Autotask is further restricted through user profile and license management.

Autotask uses 256-bit TLS 1.2 data encryption for all data communications, insuring that customer data is never compromised. Data is further secured by use of a separate, dedicated database for each customer.

The Autotask network perimeter is protected by industry leading security appliances that inspect all traffic through Layer 7 filtering and are configured to monitor and safely protect from all forms of malicious attacks. As a result, customer data is highly secure.

We employ a leading intrusion detection system that automatically disables access for identified threats, and customer data is accessible to only a small percentage of Autotask employees, and only when needed for their specific job function.

All new employees must pass a drug test and background check and employees accessing data must sign a confidentiality agreement.

Backup & Disaster Recovery

Incremental production storage backups are performed hourly, and full file system backups are performed nightly, providing a maximum loss window of 59 minutes in the event of a system failure. Off-site backups are stored to insure business continuity in the unlikely event of a catastrophic disaster.

Power Infrastructure

All hardware contains dual power supplies, fed by separate circuits. Our datacenters provide UPS and diesel generator power backup and store a minimum of 7 days of fuel onsite. Generators are tested weekly.

Building Access and Security

Grounds perimeters are secured by walls, gates, and fences (in many cases, electrified barbed wire). Secure building access is guaranteed though the use of multiple layer access systems. Biometric access is required at all building entry points. Access control systems, monitored surveillance and onsite personnel further monitor and protect building access.

Environmental Controls and Protection

Redundant (n+1) HVAC units maintain stable temperature and humidity using monitored controls. Integrated fire detection and monitoring systems are directly linked to local emergency response. Our datacenters also employ FM-200 fire suppressant systems capable of extinguishing flames without damage to equipment.

Storage

Autotask uses fiber channel SAN's to ensure reliable storage and fast performance, with excellent scalability. This provides flexible and resizable storage to meet your needs, as well as advanced data protection and quick recovery capabilities.

Connectivity

Each datacenter is connected to multiple Internet service providers using separate connections provided via diverse physical paths. These connections terminate at fully redundant carrier-class edge routers utilizing public BGP routing.

Performance

Enterprise caching and load balancing devices are employed to improve application performance and provide network filtering. To mitigate latency issues, Autotask utilizes Akamai's EdgePlatform Network for increased performance.

Monitoring

Autotask employs state-of-the art monitoring to provide health and performance analysis. Our monitoring technology is comprised of hardware and software agents, applications, and utilities designed to provide early warning notifications and initiate pre-defined corrective actions or trouble-avoidance procedures and processes when thresholds are reached. Multiple highly trained engineers are alerted 24/7 of any issue.
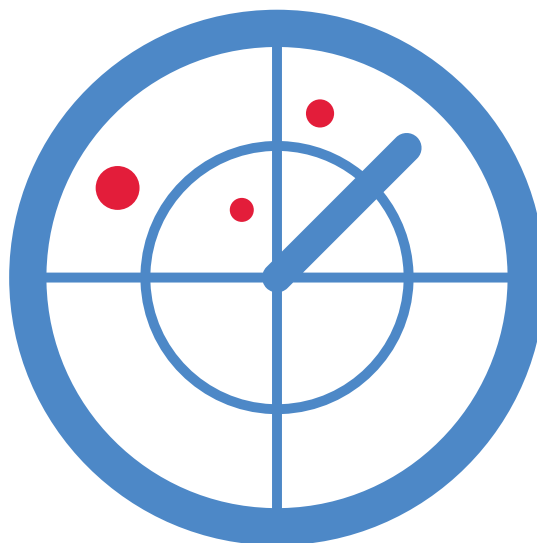
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