

# Business Continuity & Disaster Recovery Overview

Paylocity is a leading provider of cloud-based payroll and human capital management software. In order to maintain a high level of availability, Paylocity has established appropriate measures to safeguard our employees, property, and critical resources and assets, to minimize the effects of service disruptions, restore services in a timely manner and continue normal business operations given the scope and severity of a significant business disruption.

## **BUSINESS CONTINUITY**

Paylocity has developed business continuity and disaster recovery plans detailing the appropriate steps for responding to business disruption events and ensuring it is able to continue delivering its products and services to its clients.

Paylocity's Business Continuity Plan addresses data backup and recovery, all mission critical systems, financial and operational assessments, alternative communications with customers, employees, and business partners, and alternate physical location of employees.

Paylocity leverages best practices from Disaster Recovery Institute International and The Business Continuity Institute as well as international standards such as ISO 22301 and ISO 27001/2 for developing plans that are resilient, effective and considerate of multiple scenarios that may affect the availability of critical resources.

On an annual occurrence, Paylocity teams review and test these plans to ensure their effectiveness and revise as necessary; or in the event there are significant changes to products or services, legal or regulatory requirements, or the organization.

## **DISASTER RECOVERY**

Paylocity maintains a disaster recovery plan that is reviewed and tested semi-annually. At a high level, the plan consists of the coordination of key personnel, restoring critical infrastructure systems, data, application functions, and post-failover validation. The results of disaster recovery testing activities are reviewed and, if necessary, the plan is revised.

## **INFRASTRUCTURE**

Paylocity has designed and built its network and system

infrastructure in a highly redundant configuration. Its data centers are connected to multiple independent Internet service providers. Redundant hardware is in place throughout the network infrastructure to ensure network traffic delivery. The environment is protected from hardware failure by utilizing load balancing and clustering technologies.

## **MONITORING**

Paylocity utilizes advanced monitoring technologies on all levels of our applications and infrastructure to ensure real-time alerting of any issues. Its monitoring systems are integrated with its on-call paging system to ensure timely response 24x7.

## **BACKUP**

Paylocity uses a multi-tiered approach to backup critical data and systems. It employs multiple data protection strategies. Real-time data replication is in place to ensure high-availability. Backups of systems are created, tested, and validated. Backups are stored on multiple media storage systems. On a weekly basis, tape backups are encrypted and stored at a secure off-site location.

## **TELECOMMUNICATIONS**

Telephone calls to and from Paylocity are distributed among multiple call centers in different US geographic regions and each site can operate independently in the event of failure.

## **CONTACTING US**

Under normal circumstances, you may email Paylocity at [service@paylocity.com](mailto:service@paylocity.com) or contact us during regular business hours on our corporate line 866-304-3800, customer service 888-873-8205, or sales 800-520-2687.