

# PRODUCTION FACILITIES

With a shared and centrally maintained infrastructure at your disposal, companies can easily and cost-effectively deliver documents via mail, fax and email with multitenant applications. To allow for premium correspondence production and routing, Esker has developed a worldwide network of strategically placed production facilities offering the security, efficiency, flexibility and performance your business demands in today's competitive environment.

## 3 DATA CENTERS

Esker's three data centers in France, the U.S. and Singapore are equipped with high-availability cluster technology with internal redundancy.

## 3 FAX FACILITIES

Esker's three fax facilities in France, the U.S. and Australia are equipped with dedicated lines for sending and receiving faxes.

## 7 MAIL FACILITIES

Esker's seven mail production facilities in Australia, France, Belgium, Singapore, Spain, the U.K. and the U.S. are equipped with color digital printers, and industrial folding and metering machines.



## Robust Infrastructure

### Monitoring & disaster recovery

Esker servers use high availability cluster technology, offering internal redundancies to counter any possible hardware failure. They are located in high-security data centers that feature network load balancing, enabling documents to always be transmitted on time. Emergency teams are ready to intervene 24/7/365 to provide data security and service continuity.

### Reliability

Esker data centers are designed for dependable and confidential data processing. Documents and messages will be handled in a secure, confidential and traceable manner. Our data centers are monitored 24/7 to offer reliable worldwide service and continuous availability.

### Multitenancy

In contrast with client/server applications, the Esker multitenant architecture allows customers to share computing resources in the cloud. Each tenant's data is isolated and remains invisible to other tenants. Esker customers always benefit from the latest infrastructure developments and service features — without any additional hardware, software or maintenance investment.

### Security

Esker is a worldwide leader in cloud-based document process automation software. Users benefit from years of experience in delivering the capabilities that customers want — built into a solution that's ready to produce fast results and high value for any company with minimal cost and effort.

To protect critical information, Esker's global on-demand production facilities are monitored 24/7 year-round and designed for dependable data confidentiality. Esker's top priority is secure and traceable processing of documents and messages.

**SSAE 16 & ISAE 3402 compliance**

Esker has earned SSAE 16 and ISAE 3402 Type 1 and Type 2 compliance for its on-demand automation solutions (following an audit conducted by A-lign™). This validates that Esker's internal controls, processes and procedures for on-demand customers have been formally reviewed and are in accordance with the SSAE 16 and ISAE 3402 guidelines.



**HIPAA & HITECH Act compliance**

Esker has successfully completed a thorough security assessment of its on-demand automation solutions with the safeguards and breach reporting requirements of the HIPAA/HITECH Act. This evaluation demonstrates that Esker's processes, procedures and controls for handling ePHI are in compliance with industry standards.



**EU-U.S. Privacy Shield**

The EU-U.S. Privacy Shield provides a set of robust and enforceable protections for the personal data of EU individuals. Esker complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use and retention of personal information from EU member countries. Esker has certified to the U.S. Department of Commerce that it adheres to the principles of notice, choice, accountability of onward transfer, security, data integrity and purpose limitation, access, recourse, enforcement and liability. To learn more, [view Esker's certification page](#).



Production Facilities

**Mail**

Esker production facilities are designed to route customers' documents on a daily basis using an automated process. The elimination of manual labor and human error allows Esker to keep costs low, maintain reliability and minimize delivery time.

Each document processed is tracked with a unique identifier. A bar code is added on each printed page for traceability. Process integrity and quality control features include double detection with laser technologies.

Along with Esker expertise in handling critical business documents, you leverage the latest industry technology from Hewlett-Packard, Xerox, Pitney Bowes, Sata and other partners. Whether sending financial records, inventory reports or marketing brochures, your documents will be handled with the utmost care and sensitivity.

Esker mail production centers feature:

- Keycode access 24/7, restricted to Esker support teams, with remotely monitored alarm system
- Environmental safeguards for temperature control, smoke detection and fire suppression
- Uninterruptible power supply (UPS) system

**Fax**

As a leader in fax server solutions for well over a decade, Esker allows your faxes to be sent and received in the shortest time possible. Esker's three fax facilities are equipped with dedicated lines for sending and receiving faxes. Fax servers are redundant in each location. Every document is kept safe with service benefits such as:

- Multiple lines dedicated entirely to fax reception
- A system of dynamic line allocation and routing results in zero contractual delays
- Intelligent and robust management of failed transmission – multiple retries in the event of busy signals
- Real-time tracking of all fax transmissions with detailed reports
- Least-cost routing of faxes for the best price and highest success rate
- Archiving of sent and received faxes

**Email**

Esker's highly calibrated email servers are designed for high-volume transmissions to reliably deliver email ranging from a few hundred to several million messages.

- Consistent results regardless of job size
- A system of dynamic line allocation and routing results in zero contractual delays
- Real-time tracking of all email messages
- Reduced load on your internal email server

Esker infrastructure security highlights	
<b>Data transfer security</b>	<ul style="list-style-type: none"> <li>▪ Data transfer by secure protocol (up to TLS 1.2)</li> <li>▪ HTTPS, SFTP, TLS, AS2 &amp; VPN</li> </ul>
<b>Access control</b>	<ul style="list-style-type: none"> <li>▪ Application security</li> <li>▪ Secure login</li> <li>▪ Identity administration</li> <li>▪ User provisioning control</li> <li>▪ Role management</li> </ul>
<b>Physical security</b>	<ul style="list-style-type: none"> <li>▪ Key card entry</li> <li>▪ Biometric recognition</li> <li>▪ Digital surveillance</li> <li>▪ Locked server cabinets</li> <li>▪ Temperature/humidity/pressure controls</li> <li>▪ Advanced fire protection</li> <li>▪ Generator backup for electrical system</li> </ul>
<b>Disaster recovery</b>	<ul style="list-style-type: none"> <li>▪ Data tape backup</li> <li>▪ Data synchronization</li> <li>▪ Failover capabilities</li> <li>▪ Server mirroring</li> </ul>