



# ProtocolBuilder™ IT Overview

## Protocol Builder Hosting

Protocol Builder will be hosted at Rackspace, with facilities meeting the following security requirements.

### ► Physical Security

- Keycard protocols, biometric scanning protocols and around-the-clock interior and exterior surveillance
- Access limited to authorized data center personnel—no one can enter the production area without prior clearance and appropriate escort
- Every data center employee undergoes thorough background security checks

### ► Conditioned Power

- UPS (Uninterruptible Power Supply) for all servers
- N+1 redundant UPS power subsystem with instantaneous failover if the primary UPS fails
- Onsite diesel generators can run indefinitely

### ► Precision Environment

- N+1 redundant HVAC (Heating Ventilation Air Conditioning) system
- All air is circulated and filtered to remove dust and contaminants every 90 seconds
- Advanced fire suppression systems

### ► Network

- 9 network providers for multiple redundancies
- 219 CDN edge locations on 6 continents optimize content delivery
- Fiber carriers enter at disparate points to guard against failure
- Fully redundant, enterprise-class routing equipment only
- Network topology and configuration automatically improves in real time
- Configuration, co-developed with Cisco, guards against single points of failure at the shared network level
- Network and security teams must be certified and thoroughly experienced in managing and monitoring enterprise-level networks



## Protocol Builder Security

Access to Protocol Builder needs to be approved by the User Administrator or Contract Owner. User administrator and user access is safeguarded by SLL login access. Further restrictions are available, such as limited IP access, with custom agreements.

## Uptime Commitment

The data center, servers and physical environment are guaranteed for 99.99% uptime. Downtime can occur due to faulty DNS routers, slow connection speeds or other outside factors not under our control.

## Back Up and Restoration

Weekly incremental back-ups are stored onsite with full monthly back-ups created and stored at an offsite location.

## Help Desk

Protocol Builder provides Help Desk and Technical Support Services weekdays from 9:00 am to 5:00 pm EST. Please note the Help Desk can only offer assistance on user access and Protocol Builder features. It cannot provide advice on writing investigator-initiated protocols beyond what is provided in the application tool tips.

## About BRANY

Protocol Builder is developed and powered by the Biomedical Research Alliance of New York (BRANY), a leader in providing hospitals and medical schools IRB and clinical research support services. Founded in 1998 by the leading New York area academic medical centers, BRANY's commitment to clinical research excellence and efficiency in clinical trial study start up is exceptional. BRANY is a nationally about BRANY, please visit [www.brany.com](http://www.brany.com).

### **For more information:**

**Visit:** [www.protocolbuilderpro.com](http://www.protocolbuilderpro.com)

**Call:** 516-449-5645