8345 NW 66 ST #C1307
MIAMI, FL 33195-2696, USA
Telephone: 888-666-8154
Email: sales@livetecs.com
URL: http://www.livetecs.com

TIMELIVE TIMESHEET SYSTEM

ON-DEMAND TIMESHEET SYSTEMS AND SECURITY

HOW TO OUTSOURCE YOUR TIMESHEET SYSTEMS SAFELY AND SECURELY

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OVERVIEW

Livetecs is providing TimeLive SaaS since 2006. TimeLive's robust security practices for SaaS fall into four areas. Each area ensures significant data and security protection for customers' data and proper restricted access to it.

1. Data center operation facilities
2. User Account and Application Security
3. SLA (Service Level Agreement)
4. Disaster recovery and backup

1: LIVETECS LLC DATA CENTER OPERATION FACILITIES

TimeLive is powered by Microsoft Azure Data Center Services, which is backed by Microsoft's $15 billion (USD) investment in global Data Center infrastructure. Microsoft has decades of experience running services for Bing, Office 365 and Outlook.com.

Benefits over self-maintained servers:

Global Presence

Azure maintains a global presence to help customers and partners meet their goal of providing applications close to their user base. Storage of data can be restricted to a single geography, region, or country.

Redundancy and recovery

Livetecs leverages Azures' global network of datacenters to maintain availability.

With Locally Redundant Storage (LRS), data is stored locally within the users' primary region. With Geo Redundant Storage (GRS), data is stored in a secondary region in different geography.

Real time Replication

TimeLive database is hosted on Azure SQL Database with 99.99% SLA with real-time Geo-replication of database and Geo-replication of database backups in multiple regions of USA. For more information, please visit https://azure.microsoft.com/en-us/services/sql-database/

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2: User Account and Application Security

TimeLive is powered by Azure Application Security services for securing its application(s). There are two levels of securities:

- Infrastructure and platform security

  The TimeLive is responsible for maintaining the Azure VMs, storage, network connections, web frameworks, management and integration features, is actively secured and goes through vigorous compliance and checks on continuous basis, in order to ensure that:

  - All resources are isolated
  - Communication is encrypted including PowerShell, Azure SDK, REST API and hybrid connections
  - 24 hours threat management for protecting against malware, distributed denial-of-services (DDoS), main-in-the-middle (MITM) and other threats

- Application security

  TimeLive provides an additional security level over user application by securing the applications directly against external threats with MS Azure, and without such security, your application code or content can still be vulnerable to threats like:

  - SQL Injection
  - Session hijacking
  - Cross-site-scripting
  - Application-level MITM
  - Application-level DDoS

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3: SLA (Service Level Agreement)

- Downtime
  - Downtime up to 30 minutes may be experienced while scheduled maintenance, application upgrades and Azure internal maintenance
  - TimeLive Servers are geo-replicated globally hence there is zero data losses at all stages
  - Customer can contact Livetecs through,
    - Email
    - Live Chat
    - Phone Call

4: DISASTER RECOVERY AND BACKUP

LIVETECS LLC is powered by Microsoft Azure Disaster Recovery and backup services for safeguarding important customer data against the unexpected scenarios. Azure Site Recovery brings applications in an orchestrated way to help restore service quickly, even for the complex multi-tier workloads.

Replication and disaster recovery to Azure

When TimeLive encounters a surge in demand or on any red flag is raised, TimeLive seamlessly switch to different geo-location without minimal downtime.

Continuous health monitoring with Site Recovery

Site Recovery monitors the state of protected instances continuously and remotely from Azure. All communication with User and Server is encrypted.

CONTACTING LIVETECS LLC

Headquarter:
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