



VETERAN[™]
CONTACT CENTER



Security and Data

★ Secure Data Center

The VCC Management Information Systems (MIS) department is designed to provide the highest level of security to its clients. All systems and data are kept in a secure, fireproof data center protected by a dual FM200 Fire Suppression System.

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All systems are controlled from outside the data center by our Infrastructure Team (Mission Control). This is done through the use of dedicated machines protected by bit encryption. All activity and logs for each server are archived to a secure database with no deletion privileges. This protects both VCC and its clients by ensuring that we have full forensic tracking. All critical servers have firewalls, which only allow communication to specific ports and specific machines.

The data center has multiple redundant battery (UPS) systems as well as two redundant natural gas generators. The data center is also protected by cameras and water sensors located throughout the area. The data center is monitored 24 hours a day by a third party Security Firm. Each door is equipped with an alarm. If an entry is forced, the system sends an audible alert and informs the proper authorities.

