



# Technical & Support Infrastructure Manual

Park City Group  
and  
ReposiTrak Solutions

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## Datacenter/Hosting Overview

Our entire infrastructure is located in a fully equipped hosting facility servicing some of the largest global organizations. This facility is completely secure, environmentally controlled, and fully redundant. It is staffed and monitored 24 hours a day, 365 days a year to ensure that all clients' critical daily processes run smoothly and efficiently.

<b>Space Options</b>	<ul style="list-style-type: none"> <li>• 14,713 square feet raised floor</li> <li>• Private suites and cages</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• 24x7 access via dual factor authentication</li> <li>• Monitored security cameras and intercom system</li> <li>• Power delivery, generator and diesel fuel infrastructure maintained and under 24x7 surveillance</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Dual-standard SSAE 16 and ISAE 3402 Service Organization Control (SOC) 1 Type II, SOC 2 Type II, and SOC 3 reports covering each data center including operations, policies and procedures, and physical and environmental security controls.</li> <li>• Facility-specific PCI and HIPAA compliance reports for physical security and information security policies.</li> <li>• Compliant in the Financial, Healthcare and Federal industries that require regulatory authority of PCI DSS, HIPAA, FISMA, NIST 800-53 and ITAR standards. Additionally</li> <li>• Annually registers to the US-EU Safe Harbor Privacy framework</li> </ul>
<b>Fire Detection and Suppression</b>	<ul style="list-style-type: none"> <li>• Certified data center smoke detection system</li> <li>• Clean agent fire extinguishers placed throughout the facility</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>• A and B source power circuit delivery capabilities</li> <li>• Multiple 480 Volt utility power feeds</li> <li>• 5.75 megawatt diesel power generation capacity</li> <li>• 15,000 gallon diesel fuel supply</li> <li>• Automatic power switching</li> <li>• 4,050 kVA UPS system capacity</li> <li>• Redundant battery strings</li> <li>• Multiple redundant power distribution paths</li> <li>• Branch Circuit Monitoring System</li> </ul>
<b>HVAC &amp; Environment Design</b>	<ul style="list-style-type: none"> <li>• 136.5 tons of redundant cooling capacity</li> <li>• Anti-static raised flooring with designated cable runs and cold air delivery</li> <li>• Hot aisle/cold aisle configuration</li> <li>• Fully cabled for typical customer applications</li> </ul>
<b>Network</b>	<ul style="list-style-type: none"> <li>• Multiple redundant fiber optic telecommunication networks delivered via Telcordia/Bellcore standards with diverse conduit and entrance facilities</li> <li>• Telecommunication services available from T1 to multiple OC192</li> <li>• Services available from 5 Mbps to multiple 10 Gbps</li> </ul>
<b>Technical Assistant Center (V-TAC)</b>	<ul style="list-style-type: none"> <li>• Single point of contact for all technical support needs for all remote calls</li> <li>• 24x7 experienced TAC support engineers</li> </ul>
<b>Local Data Center Support Teams</b>	<ul style="list-style-type: none"> <li>• Staffed 24x7 with data center technicians (first responders &amp; remote hands)</li> <li>• All physical entry, environmental, power &amp; networks monitored real-time</li> </ul>

## Hardware/Software Overview

Park City Groups Hardware and Software plans address situations up to and including the most severe infrastructure disaster. It ensures business functions can be restored following all potential disruptions within a tolerable outage window. The Service Continuity Plan comprises a series of tools, strategies and procedures that minimize application infrastructure downtime, the key ones being strategies for preserving data by planned backups and remote storage of backed-up data. These tools, strategies and procedures are designed to eliminate, or at least greatly reduce, the chances of any type of unplanned outage.

<b>Hardware</b>	<ul style="list-style-type: none"> <li>All physical systems are configured with multiple levels of redundancy such that there is no single points of failure</li> <li>We use best of breed servers, storage devices and networking equipment</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>Environment is physically isolated from all other environments</li> <li>Periodic Security Scanning is performed utilizing the latest tools</li> <li>Formal Security Scanning and Testing utilizing 3<sup>rd</sup> parties is performed at least annually</li> <li>All web based connections require authentication and are secured using SSL (SHA-2 Certificates)</li> <li>All remote access connections require the use of 2-factor authentication</li> <li>All systems/services within the environment are monitored 24x7 and all anomalies are researched and resolved promptly</li> <li>Security and System Logs are collected and reviewed</li> <li>Additional Security related details can be found in our current SOC 2 Type II audit report</li> <li>All backups of the environment are encrypted utilizing AES-256 Encryption</li> <li>Multi-Level firewall configurations</li> <li>Intrusion Detection and Prevention which include dynamic access lists to block known bad actor IP addresses and domains</li> <li>Best of breed load balancing/security infrastructure</li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>All servers are Linux-based and monitored in real time for security and other relevant patches</li> <li>Oracle 11.2</li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li>All storage is provided using "latest technology SSD array" configured with native drive encryption utilizing AES-256</li> <li>Storage is monitored 24x7 through 3<sup>rd</sup> party providers</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>Architected on a multi-layer redundant design utilizing switching and routing equipment.</li> <li>The system consists of a core routing layer redundantly peered with 3 Tier-one backbone carriers</li> <li>BGP4 is utilized for optimal network route paths as well as fully redundant dependencies</li> </ul>

## Third-Party Providers

Through our third party service providers, you also have the assurance that we are monitoring every aspect of the hardware, software and network on which your implementation resides. These are additional on-call support features for hardware and software that we provide you that you may never have considered.

All third party service providers have current non-disclosure agreements in force. All hardware and software within the environment has current support and maintenance agreements with the providers / manufacturers which provide access to current code upgrades and maintenance releases.

Through our third party providers we have direct access to Expert level engineers (Cisco CCIE and CISSP among others). These are the engineers who are assisting with the engineering and security of the environment.

<p><b>Colocation /Datacenter Services</b></p>	<ul style="list-style-type: none"> <li>• Reliability – our data center provider consists of multi-regional, redundant sites across the U.S. backed by an industry leading 100% uptime commitment on power and network.</li> <li>• Flexibility - scalable capacity to exceed your needs and the ability to align our services to your IT strategy.</li> <li>• Efficiency - Industry leading power usage effectiveness and innovative green energy programs you can adopt simply by deploying in our data centers.</li> </ul>
<p><b>Network and Systems Administration</b></p>	<ul style="list-style-type: none"> <li>• Our 3rd party network and system administration provider manages connectivity between hardware and desktop or end users. From your Internet connection to the access switch, the certified and experienced engineers at our service provider manages everything support for everything, including Routers, Firewalls, Switches, Wireless , Security (IDS/IPS/MARS), VPN Concentrators, IP Telephony, and Load Balancers.</li> </ul>
<p><b>DBA Services</b></p>	<ul style="list-style-type: none"> <li>• Our database service provider offers the value of Always On, Always Available. It is a steady-state, 24x7 database administration capabilities with accessibility and easily adjusted consumption</li> </ul>
<p><b>Firewall and Security Services</b></p>	<ul style="list-style-type: none"> <li>• There are many advantages for an organization to outsource its internet security to a managed service, but it basically boils down to increased cost-effectiveness and how leveraging our service provider’s expertise and understanding of the various security functions, such as:</li> <li>• Gateway protection, including managed services for firewalls, intrusion detection and prevention, and virtual private networks</li> <li>• Security monitoring</li> <li>• Incident management, including emergency response and forensic analysis</li> <li>• Vulnerability assessment</li> <li>• Anti-malware, anti-spam and web filtering</li> </ul>

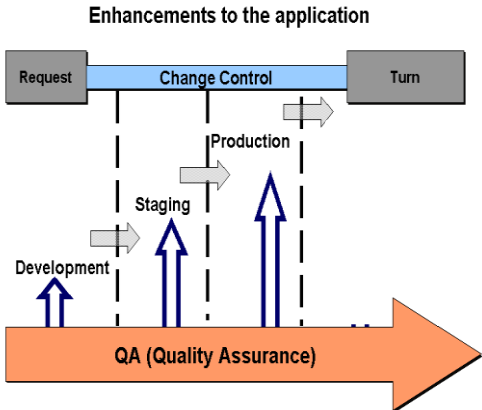
**Change Control**

Park City Group utilizes a controlled, structured process for making changes to our application code. This process provides a methodology for clients and associates to request enhancements, updates and fixes to the application. All requests go through a multi-level review process before code changes begin. The coding process limits who can make changes to each area of the application, and includes code reviews and QA (quality assurance) testing.

In general, change requests fall into one of two categories:

- Enhancements to the application.
- Correction of defects

There are three separate application environments used in t



## Enhancements to the Application

Requests for enhancements can originate from Account Managers, Product Support, Professional Services, Development, and Operations. A “Feedback” button is provided online for client suggestions. The request enters the “Change Control” process as outlined below.

- Product Support reviews the request to determine validity and ROI (return on investment).
- Request is submitted to Development Review queue for consideration.
- Request is further reviewed by the Development Priority Committee. Decisions are based on contractual obligations, estimated ROI (return on investment), market positioning, and client satisfaction.
- Upon approval, Development team designs and codes the enhancement in Park City Group’s internal “Development” environment.
- Code undergoes QA (Quality Assurance) testing in “Development”.
- After passing QA, code is moved to internal “Staging” area.
- QA is performed again to ensure code is defect free.
- After final approval, code is turned to “Production” environment.
- Enhancements are announced to client base via e-mail.

## Code Defect and Correction

On occasion, a coding or other application defect may emerge. The procedures for correcting a defect are as follows:

- Incident detailing problem is submitted.
- Product Support and Operations determine the severity of the incident.
- Development builds changes to code.
- Code undergoes QA (Quality Assurance) in “Development” and “Staging” areas.
- Code is moved to “Production” environment.
  - If the severity is high, corrected code is “patched” into the existing “Production” code.
  - If the severity is low, corrected code is held for the next “turn” window.

## Environments

Park City Group uses three application environments to ensure code changes released to our client base are correct and defect free. This “stepped” process provides for robust testing and analysis. Each system is located in separate network environments, forcing distinct credentials when accessing. Developers and QA teams have access to Development and Staging Environments. Implementation teams have access to Production systems.

- **Development** – Used to build new code and perform initial QA (quality assurance) testing.
- **Staging** – Holding area for new code before turn to “Production.” Intermediate QA is performed to ensure changes are stable and performing as expected.
- **Production** – The “live” application. Turns take place after hours to minimize impact on clients.  
**Note:** Client data exists only in the Production-Based environment

## Quality Assurance

Ensuring that all applications run as designed and are free of defects is of the utmost importance. As such, extensive testing is performed at each stage of the development process, with continued monitoring during normal day-to-day operations. A “Feedback” button is available on every online screen of our applications, allowing clients to instantly comment on features and provide suggestions for enhancements

## Access, Auditing

All client data are available only to those authorized by the client. It is a fundamental principle of our business that the provider of data owns that data, and that we use the client’s data only to provide the services for which the client has agreed.

Access to client data by associates is limited to the departments that assist clients or maintain database integrity. For example, while Product Support and Implementation can view client data as needed, Development access is restricted to the development and staging environments only. These test environments contain no client data.

<b>User Audit Trails</b>	Park City Group maintains an activity log of each user’s transactions within the application. The user’s identification, date, time, and actions taken are logged.
<b>Data Change Controls</b>	<p>Park City Group’s business model designates each client as the “owner” of his or her data. This includes information within the database, as well as in the transactions sent by the client for import into the application. For example, the client is deemed responsible for both:</p> <ul style="list-style-type: none"> <li>• The accuracy of data</li> <li>• The content and format of EDI (Electronic Data Interchange) or other inbound transactions to Park City Group.</li> </ul> <p>If errors are found in existing data or in data destined for import, the client is contacted and asked to resolve the errors. Park City Group will alter data on behalf of a client <i>only</i> after receiving direct permission to do so.</p>
<b>Data Retention</b>	<p>As data ages within Park City Group applications, portions of it are systematically removed once certain criteria are met. Data is categorized as:</p> <ul style="list-style-type: none"> <li>• Basic sync, such as Item, Cost, and Promotion data</li> <li>• Advanced Commerce data, such as SBT transactions</li> <li>• Client Import / Export Files</li> </ul> <p>Each category has one or more policies that establish how long the data is retained. For more information, please see Park City Group’s <i>Data Retention Policy</i>.</p>
<b>Data Security in the event of Client Cancellation</b>	In the event a client cancels their agreement with Park City Group, their “Business Unit” and trading partner “Service Agreements” are inactivated. This prevents the flow of data propriety to the client from entering or leaving Park City Group’s database. All remaining data is removed later based on Park City Group’s data retention policies.

## Support

Park City Group (PCG) is committed to providing support and service in a timely and efficient manner. Support Analysts are generally available Monday through Friday, except certain holidays, 7:30 am – 5:30 pm CT.

### Contacting Support

Support can be reached through email, telephone, live chat online or online help references.

- **Email:**
  - [support@parkcitygroup.com](mailto:support@parkcitygroup.com)
- **Telephone:**
  - 1.888.327.6187 – ReposiTrak Support
  - 1.888.842.5465 option 1 Item, Price, Promotion & Scan-based Trading Support
  - 1.888.842.5465 option 2 Supply Chain Support
    - Includes a voice mailbox for after-hours messages or if all Support Analysts are busy
- **Live Chat**
- **Feedback / Support Button**
- **Help** – available in all applications
- **Help/Submit Issue** – available in Supply Chain

#### ***Note on Application Availability:***

Park City Group provides service for these systems 24 hours a day, six days a week, and 16 hours one day a week. Scheduled maintenance times are Friday 8:00 PM to Saturday 4:00 AM Central Time, with occasional maintenance performed Tuesday or Thursday from 8:00 PM to 12:00 AM Central Time.

### How Support Handles Customer Cases

We recognize that our software and services play a critical role in the success of your business. We understand your need for on-going support, and our offerings ensure that your requests for help, problem resolution, product enhancement, training or other concerns are promptly addressed.

Your Support Analyst will generally follow the procedure outlined on the following page. First, we will understand or help identify the problem – When the customer initiates a support call, the representative will assign an incident number and make every effort to resolve the situation during the initial conversation. Incidents may require additional research or testing to ensure that any question or problem is accurately identified. PCG support will prioritize the incident based upon the following criteria:



## Support Prioritization Table

Severity	Criteria Description	Targeted First Response	Targeted Resolution Time	Targeted Status Report	Notif to Mgmt	Mgmt Contacts
<b>Level 1</b> <i>(Critical)</i>	The software is not operational and no workaround is possible, or a workaround exists but is unacceptable because of its impact on your business.	Within 1 business hour	Continuous effort until resolved	By Client Agreement	Within 1 business day	Support Manager or equivalent
<b>Level 2</b> <i>(Major)</i>	The software is operational but its functionality is seriously affected. If a workaround has been provided, the loss of functionality can only be sustained for a few days.	4 business hours	Workaround and include fix in next Maintenance Release	Every other working day	Within 2 business days	Support Manager or equivalent
<b>Level 3</b> <i>(Minor)</i>	The software is usable but a problem has been identified and a specific portion of the system either provides incorrect results or is not operating as documented. A workaround is available and acceptable.	8 business hours	Update may be included in next Major Release and/or Maintenance Release. Clarification is given.	N/A	N/A	Support Manager or equivalent
<b>Level 4</b> <i>(Question or Enhancement)</i>	Issue being reported does not disrupt the client's business process and represents an enhancement or non-functional type of request.	12 business hours	Question addressed as received. Enhancements queued in the Change Control Board review.	N/A	N/A	N/A

**Resolve the Incident.** If you have logged your incident via email, voicemail or from within the application “Help/Submit Issue”, PCG Support personnel will review incident notes and perform a preliminary investigation before returning your call for resolution.

Sometimes it is not possible to resolve an incident during the initial callback. This happens because additional information is needed, or further investigation determines that different expertise is required to resolve your case. If it is determined that your incident might reflect a product defect, the issue will take time to verify and correct. In all cases, you will be informed of the status of our efforts.

If you have additional information about your incident, you can update your case by emailing or calling Support. To expedite your call or email, please ensure the additional information is recorded accurately and that your incident number is provided (if available). All information received is immediately transferred to the Product Support Analyst handling your incident.

If different expertise is required at any time, the original Support Analyst may transfer the incident to another person within PCG and inform you of the change. We will also review the incident tracking system to see if another customer has reported a similar problem. The Support Analyst will notify you when the issue has been resolved.

Once a problem is duplicated, Product Support transfers the incident along with all supporting information to the appropriate team for final verification and resolution. After quality assurance is complete, we will release the corrective action as either a software update or configuration change to your implementation.

**Close the Incident.** An incident is closed when you and the Support Analyst agree that a resolution has been reached. Your incident may be closed because:

- The information provided by the Support Analyst has answered your question and resolved the problem.
- You tell the Support Analyst that your incident is no longer an issue.
- Your enhancement has been addressed in an upcoming release or has been declined.

### **For Further Information**

We strive to maintain the highest level of support services by providing accurate, responsive, and courteous resolution to client requests. This level of commitment coupled with your dedication to work with us throughout your project will ensure a successful partnership.

If you have further questions about our services or support, please contact your Account Manager.

Our goal is to be *ALWAYS ON*, so we continuously monitor the systems on which your instance is running as well as the data flowing to and from your particular solution.

### **Three Types of Internal 24 x 7 On-Call Support**

Your solution is covered by three distinct types of On-Call Support that constantly function behind the scenes to ensure you enjoy 24x7 access to your implementation.

- Application Support On-Call
  - Monitor your particular jobs and processing
  - Review results each day
  - Connected to your particular implementation via pro-active emails from the application if/when data is missing or has issues
  
- Development On-Call
  - Also connected to your particular implementation via pro-active emails from the application. They are there to assist the support team in the event support is unable to correct the issue.
  
- Operations On-Call
  - Monitor alerting through an automated notification system alerts when our cloud-based hardware indicates performance levels that have met a threshold, e.g.
    - Internet up/down
    - Systems up/down
    - Disk thresholds reached

### Third Party Service Providers Provide 24x7 Support

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Through our 3rd party providers we have direct access to Expert level engineers (Cisco CCIE and CISSP among others). These are the engineers who are assisting with the engineering and security of the environment.

### Colocation/Datacenter Services

- *Reliability* – our data center provider consists of multi-regional, redundant sites across the U.S. backed by an industry leading 100% uptime commitment on power and network.
- *Flexibility* - scalable capacity to exceed your needs and the ability to align our services to your IT strategy.
- *Efficiency* - Industry leading power usage effectiveness and innovative green energy programs you can adopt simply by deploying in our data centers.

### Network and Systems Administration

Our 3<sup>rd</sup> party network and system administration provider manages connectivity between hardware and desktop or end users. From your Internet connection to the access switch, the certified and experienced engineers at our service provider manages everything support for everything, including Routers, Firewalls, Switches, Wireless , Security (IDS/IPS/MARS), VPN Concentrators, IP Telephony, and Load Balancers.

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- Security monitoring
- Incident management, including emergency response and forensic analysis
- Vulnerability assessment
- Anti-malware, anti-spam and web filtering

For more information contact Park City Group at [Support@parkcitygroup.com](mailto:Support@parkcitygroup.com).