

ComplianceManager: Annual SOC 1 Type II Audit

ComplianceManager provides state-of-the-art security to guard against service interruptions, protect the integrity of your data and shield it from external attack. We know that security is crucial to you – that’s why we devote significant resources to provide a secure environment 24 x 7 x 365.

Through our alliance with RackSpace Hosting, Inc. (www.rackspace.com), a Gartner magic quadrant leader in enterprise hosting and managed IT services, the ComplianceManager™ system environment delivers world-class infrastructure and managed services through Tier 1 backbones with diverse path connectivity and fully redundant power and environmental systems. Formal monitoring, logging and event management processes are employed in the Technical Support Center to maintain advanced tiers of technical support and security. All ComplianceManager-Rackspace data centers are located in the United States, with our primary facilities located in the Dallas, Texas metropolitan area.

Every year, each ComplianceManager-Rackspace data center completes an examination in conformity with the Statement for Standards for Attestation Engagements (SSAE) No 16 Type II Service Organization Control (SOC) 1 for the period October 1st through September 30th. Completion of the SSAE 16 Type II SOC 1 examination indicates that selected processes, procedures, and controls have been formally evaluated and tested by an independent accounting and auditing firm (service auditor). The examination includes the company's controls related to security monitoring, change management, service delivery, support services, backup and environmental controls, logical and physical access.

The SSAE 16 Type II SOC 1 supersedes and effectively replaces the Statement on Auditing Standards (SAS) No. 70 Type II as designated by the U.S. Securities and Exchange Commission (SEC) as an acceptable method for a user organization's management to obtain assurance about service organization's internal controls without conducting separate assessments.

A service auditor's examination performed in accordance with SSAE 16 Type II SOC 1 (“SOC Audit”) provides a detailed description of our controls and the effectiveness of those controls. The examination often includes controls over information technology and related processes.

The SSAE 16 was created to update the US service organization reporting to mirror the new international service organization-reporting standard, the International Standard for Assurance Engagements (ISAE) No 3402. Rackspace recognizes the needs of our US, International and Global customers and has worked with the service auditor to have the report issued with a joint opinion that satisfies the requirements of both the SSAE 16 and the ISAE 3402.

Upon completion of the SOC Audit Report, ComplianceManager’s Security Team (led by our Chief Executive Officer and Chief Technology Officer) performs a review and analysis of the SOC Audit Report findings. Currently, the data centers which house ComplianceManager environments, and our clients’ data, have consistently received an “unqualified” audit opinion, the highest level attainable.