

Worldwide Data Centers Designed for Security

Backup data storage with Cove Data Protection

One of the many benefits of Cove Data Protection™ is backup storage in our global private cloud that comes included in your price. Our remote data centers are designed to offer security, reliability, and availability, no matter where in the world you operate.

Q. How many data centers does N-able use for backup storage?

- We currently have 30 data centers across 17 countries and four continents.
- There are six locations in the United States and multiple locations in other countries listed.

Country	HIPAA	ISO27001	ISO9001	NIST 800-53	PCI DSS	SOC 1 TYPE II	SOC 2 TYPE II
Australia		x			x	x	x
Belgium		x					
Brazil		x	x		x	x	x
Denmark		x			x	x	x
France		x	x		x	x	x
Germany		x	x		x	x	x
Italy		x	x		x	x	x
Netherlands		x	x		x	x	x
Norway		x	x				
Portugal		x	x		x	x	x
S. Africa			x				
Spain		x	x		x		
Sweden		x	x				
Switzerland		x	x		x	x	x
UK		x	x		x	x	x
Canada	x	x		x	x	x	x
USA	x	x		x	x	x	x

** Other location-specific certifications exist, above table contains most requested

Q. What certifications are in place for these data centers?

- ISO 27001, ISO 9001, and other certifications depending on your chosen data center.
- The data center in France also includes compliance with the French Ministry of Health's Shared Healthcare Information Systems Agency (ASIP) via a Health Data Agreement (HDA).

Q. How is the data encrypted?

- Cove uses AES 256-bit encryption.
- Backups are encrypted on-site, then transferred over one-way TLS 1.2 connections and stored encrypted in the cloud.
- Backup data is only decrypted during a recovery at the business' site.
- You can create your own private key or have one generated during automated deployment.

Q. How and when can I choose the data center for my customers' backups to be stored?

- When setting up a new customer, you will be asked their location country.
- If there is a data center in that customer's country, data will automatically be sent there. For example, German data remains in Germany, French data remains in France, and so on.
- If there is not a data center in that customer's country, data will be sent to the location mapped to that country. If your customer wants to store data in a different location, indicate this at the time of customer setup.
- Default mapping is based on proximity, as well as consideration of regional entities, such as the European Union.

Q. What if I want to change the location of my customers' data?

- Inquire via Support and decisions will be made on a case-by-case basis.

Q. How are physical security and power continuity managed?

- We partner with leading providers of data centers, offering 24/7 security, including biometric hand geometry readers for every door and server cage.
- CCTV digital cameras cover the entire data center, with detailed surveillance and audit logs.
- Data centers are equipped with uninterruptable power supplies and backup systems, including diesel generators.
- Fire protection systems are multizone, dry-piped, double-inter-locked, and pre-actioned. Very Early Smoke Detection and Alarm (VESDA) systems are used.

The screenshot shows a web form titled "Add customer" with a close button (X) in the top right corner. The form is divided into two tabs: "General" (selected) and "Company". Under the "General" tab, there are several input fields: "Name" (text input), "Service type (for customer)" (dropdown menu set to "All-inclusive"), "Device country" (dropdown menu), "Data storage location" (dropdown menu set to "The Netherlands"), and "In trial" (checkbox). There are also "Save" and "Cancel" buttons at the bottom right of the form.

When setting up a new customer, select the country that customer is located in and, if you wish that customer's data to be stored in a different location than the default, specify it here.

About N-able

N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers.

n-able.com

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