

WORLDWIDE DATA CENTERS DESIGNED FOR SECURITY

Backup data storage with SolarWinds Backup

One of the many benefits of SolarWinds Backup 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.



How many data centers does SolarWinds use for backup storage?

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

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).

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
France		X	X		X	X	X
Germany		X	X		X		
Italy		X	X		X	X	X
Netherlands		X	X		X		
Norway		X	X				
Portugal			X		X		
S. Africa			X				
Spain		X					
Sweden		X	X				
Switzerland		X	X		X	X	X
UK		X	X		X	X	X
Canada	X	X	X	X	X	X	X
USA	X	X	X	X	X	X	X

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

How is the data encrypted?

- » SolarWinds® Backup 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.

The data center descriptions in this document relate to the standalone version of SolarWinds Backup, not to those integrated with N-central and RMM. Data is current as of July 2019.

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

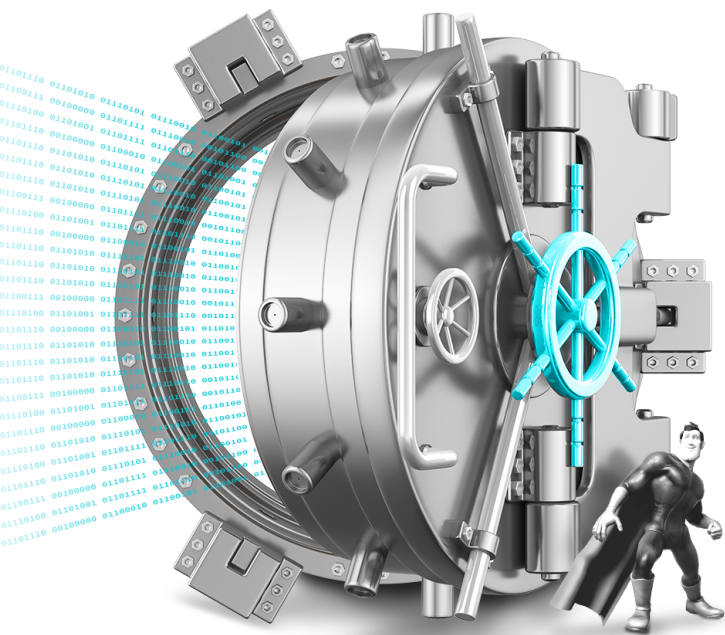
- » When setting up a new customer, you will be asked their location country.
- » If there is a data center in that customer's country, data will automatically be sent there. For example, German data remains in Germany, French data remains in France, and so on.
- » If there is not a data center in that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

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

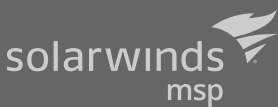
- » Inquire via Support, and decisions will be made on a case-by-case basis.

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-interlocked, and pre-actioned. Very Early Smoke Detection and Alarm (VESDA) systems are used.



The data center descriptions in this document relate to the standalone version of SolarWinds Backup, not to those integrated with N-central and RMM. Data is current as of July 2019.



The SolarWinds and SolarWinds MSP trademarks are the exclusive property of SolarWinds MSP Canada ULC, SolarWinds MSP UK Ltd. or its affiliates and may be registered or pending registration with the U.S. Patent and Trademark Office and in other countries. All other SolarWinds MSP and SolarWinds trademarks, service marks, and logos may be common law marks or are registered or pending registration. All other trademarks mentioned herein are used for identification purposes only and are trademarks (and may be registered trademarks) of their respective companies.

Learn more today at
solarwindsmsp.com

© 2019 SolarWinds MSP Canada ULC and SolarWinds MSP UK Ltd. All rights reserved.

This document is provided for informational purposes only. SolarWinds makes no warranty, express or implied, or assumes any legal liability or responsibility for the information contained herein, including for the accuracy, completeness, or usefulness of any information