

# Quick-Web<sup>®</sup> Server Hosting Services

A TELCOR Outreach Information System<sup>®</sup> Application

## Overview

The TELCOR Data Center provides a secure facility from which we can offer the infrastructure, connectivity, and data storage to support the data transport requirements of your Outreach Program. It provides an alternative hosting site for the Quick-Web Server. The Quick-Web<sup>®</sup> Server is required for Quick-Order<sup>®</sup>, Quick-Results<sup>®</sup>, Quick-PSC<sup>®</sup> and Quick-Net<sup>®</sup>, and is the gateway to route data between the laboratory and clients using 128-bit SSL encryption and the Internet. It hosts data for a lab-defined time frame and enables data to flow seamlessly between applications.

## Strategic Partnerships

TELCOR has strong relationships with several strategic partners and continues to develop new relationships. These relationships allow us to provide our customers with the highest quality, total solution for the hardware, software and telecommunications required to successfully implement the Quick-Web Server.



## Data Center Facility

The TELCOR Data Center resides within the TELCOR facility. The TELCOR facility allows one point of employee access that requires security key entry. All non-employee access to the facility requires sign-in plus a TELCOR security escort. Additionally, the entire facility is monitored by a state-of-the-art security system which includes multiple devices. In the event of any security or environmental violation, emergency services and TELCOR staff are automatically notified. TELCOR employees provide a signed acknowledgement of their agreement to abide by TELCOR HIPAA privacy and security policies. Employee background checks are performed quarterly.

### The specifications for the Data Center include:

- Second tier of security with a locked data center with security key entry
- Underground
- Reinforced concrete walls and ceiling
- Environmentally controlled for air temperature and humidity
- 800 number for IT support
- Smoke detection
- Heat detection
- Surge protection
- Raised floor

# TELCOR - DATA CENTER SERVICES

## Customer Quick-Web® Server

- Communications are provided with access to multiple major carriers, e.g., Windstream®, Time Warner
- Communications are provided through redundant fiber optic and copper backbones
- Fully meshed network
- All communication occurs with 128-bit SSL encryption
- Security services are provided through Cisco® technologies
- TELCOR provides dedicated web servers utilizing redundant Microsoft Windows Server® 2003 with virus protection

## Data Center Services

- All systems are monitored and managed 24/7/365 by TELCOR technical engineers
- Database management
- Backups performed daily with fire-proof and off-site storage
- Operating system management
- Security patch testing and installation
- Antivirus updating and monitoring
- Monitoring of customer servers for availability and performance
- Network management - firewalls, routers and switches



## About TELCOR

TELCOR, an employee owned company founded in 1995, has become an industry leader in bringing value to our healthcare customers and partners through quality products, installations, and services.

TELCOR products are built using today's latest technologies including Microsoft.NET, Sybase and SQL Server with integration and data export. All products follow an extensive set of quality practices and are HIPAA compliant.

TELCOR support is available 24 hours a day, seven days a week to service our customers' needs.

TELCOR's proven implementations are performed by clinically experienced, IT knowledgeable resources who understand each customer's environment.