



Sircon Data Center Move

To facilitate our ongoing growth and to provide better integration with our Vertafore family of companies, we will be moving our data centers from Chicago and Madison to Dallas and Atlanta.

This move will happen in four stages to minimize the impact to your daily business. The schedule below outlines the move dates and associated downtimes.

Date	Environment Affected	Downtime
Monday, June 7	UAT	4:00 AM to 7:00 AM EDT Tuesday, June 8
Friday, July 16	Production	10:00 PM to 8:00 PM EDT Sunday, July 18
Friday, August 27	Production	10:00 PM to 8:00 PM EDT Sunday, August 29
Friday, October 8	UAT	4:00 AM to 8:00 PM EDT Sunday, October 10

Questions and Answers

Q: What does my company need to do to prepare for this move?

A: No changes are being made at this time. We only want you to be aware of upcoming events. As we move to the new data centers later in the year, we expect that the changes will be transparent to most customers. However, some customers with automated integration processes, or with certain security controls, may need to make minor updates since our network addresses will change. We will continue to communicate with you throughout this time to provide advance notice of specific changes.

Q: Is my data secure during the move?

A: Yes, your data will be secure during the move. Data will be transported to the new data centers over the Internet using encrypted communication. Equipment will be physically transported to the new data center using a dedicated trucking service specializing in the secure transportation of computer equipment.

Q: Who will be hosting your data once the servers are moved?

A: Sircon will continue to host all data and systems as it does today. After the move, those systems will be located in Dallas in a Savvis data center, and in Atlanta, in an HP data center. For more information about the data hosting services and security provided by these companies, you may visit <http://www.savvis.com/en-US/infrastructure-services/managed->

hosting/Data_Centers/Pages/Home.aspx and
<http://h10134.www1.hp.com/services/datacenterservices/>

Q: How do I know my data will be secure after the move?

A: All the same network security controls Sircon uses today will be utilized in the new data center. For physical security, the Dallas location is a state-of-the-art facility designed to withstand extreme weather events and prevent unauthorized contacts from accessing Sircon data center space. Additionally the data center is designed to prevent single points of failure that can reduce availability of Sircon applications. This includes advanced fire suppression, HVAC, power management and power monitoring systems.

Q: Why are you moving your data center?

A: This move provides several benefits to both Sircon and our clients. First, it allows us to support the increased client use of our current and planned services, with equivalent or improved performance. Second, our parent company Vertafore houses its data in these locations, and moving our data centers here will allow us to best integrate with the Vertafore family of products. Finally, consolidating Sircon's applications into a common Vertafore data center will provide increased efficiency that ensures we continue to deliver excellent service at the best value to our clients.

Q: How does Sircon protect my data?

A: Sircon maintains redundant data center facilities that allow restoration of service in an alternate data center in the event of a disaster. This service is designed to address true disasters, the characteristics of which include: an outage of indeterminate duration, or issues requiring lengthy and extensive repairs. Typical examples of such disasters are natural disasters, acts of destruction, fire, or other such events that result in major loss of data center functionality.

Sircon customer support is available to assist with any questions. Please contact us at 517.381.3860 or you may send an email to sircon@sircon.com.