

Business Continuity & Disaster Recovery

Paylocity is a leading provider of cloud-based payroll and human capital management software. In order to maintain a high level of availability, Paylocity has established appropriate measures to safeguard our employees, property, and critical resources and assets, to minimize the effects of service disruptions, restore services in a timely manner and continue normal business operations given the scope and severity of a significant business disruption.

Business Continuity

Paylocity applies best practices from The Business Continuity Institute (BCI), Disaster Recovery Institute International (DRII), and International Organization for Standardization (ISO) 22301 for developing plans that are resilient, effective, and considerate of multiple scenarios that may affect the availability of critical resources.

Paylocity maintains business continuity plans detailing the appropriate steps for responding to business disruption events and ensuring continued delivery of its products and services to its clients. It addresses data backup and recovery, all mission critical / time sensitive business process, financial and operational assessments, alternative communications with customers, employees, and business partners, and alternate physical location of employees.

Paylocity has multiple call centers distributed among different U.S. geographic regions, and each site can operate independently in the event of a disruption.

On an annual occurrence, Paylocity teams review and test these plans to ensure their effectiveness and revise as necessary; or in the event there are significant changes to products or services, legal or regulatory requirements, or the organization.

Disaster Recovery

Paylocity maintains a disaster recovery plan that is reviewed and tested quarterly. At a high-level, the plan consists of the coordination of key personnel, restoring critical infrastructure systems, data, application functions, and post-failover validation. The results of disaster recovery testing activities are reviewed and, if necessary, the plan is revised.

Backup

Paylocity relies on a multi-tiered, redundant backup strategy to help ensure recovery of data. Backup procedures include daily snapshots of all critical client data to multiple catalog stores, including both magnetic tape and local storage media, review of daily backup logs, full monthly backups and daily differential backups. Client data is replicated between the primary and secondary data centers for continuous availability. Backups are stored on multiple media storage systems with data integrity testing and validation. Backup tapes are encrypted at rest using AES 256 and securely transported to the secondary data center location and are retained for data retention compliance.

Infrastructure

Paylocity has designed and built its network and system infrastructure in a highly redundant configuration. Its data centers are connected to multiple independent Internet service providers. Redundant hardware is in place throughout the network infrastructure to ensure network traffic delivery. The environment is protected from hardware failure by utilizing load balancing and clustering technologies.

Monitoring

Paylocity utilizes advanced monitoring technologies on all levels of our applications and infrastructure. This includes integrated 24/7 on-call paging systems to ensure real-time alerting and response of any issues.

Under normal circumstances, email at service@paylocity.com or contact us at:

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customer service: 888.873.8205

sales: 800.520.2687