

Business Resilience



Paylocity is a leading provider of cloud-based payroll and human capital management software. To maintain a high level of availability, Paylocity has established appropriate measures to safeguard our employees and critical client services. These measures are intended to minimize the effects of disruptions and restore services in a timely manner, enabling the company to continue normal operations in the event of a significant business disruption.

Business Resilience

Paylocity's executive leadership is committed to resiliency and has established a dedicated team, the Business Resilience Office (BRO), who are responsible for overseeing the company's business continuity, disaster recovery, and crisis management programs. To continuously improve our state of resilience, the BRO partners with employees at various levels throughout the company to develop, maintain, and implement plans and strategies, ensuring alignment with business expectations and legal or regulatory requirements, and conduct routine exercises to validate and revise plans. The BRO is activated during disruptions that could have a broad range of impacts and incorporates lessons learned from these real-world incidents to improve the company's overall resiliency.

Paylocity applies controls from best practices such as, but not limited to, The Business Continuity Institute (BCI), Disaster Recovery Institute International (DRII), and International Organization for Standardization (ISO) 22301, for developing and maintaining threat-agnostic plans with strategies to continue client services and critical business operations in the event of a disruption to critical dependencies. The business resilience planning process includes business impact analysis, risk assessments, and continuity strategies. The BRO conducts regular exercises to validate and continuously improve the plans and strategies.

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

For more information related to our products and services, please contact us at:

Main: 800.520.2687

Client Support: 888.873.8205

Request a Product Demo: 833.508.0746

Technology Resilience

Paylocity relies on a multi-tiered, redundant backup strategy to help ensure recovery of data, reliant on both on-premise data centers as well as cloud services. Backup procedures include daily snapshots of all critical client data to local storage media, as well as tiering backups to alternate locations. The snapshots are stored on redundant storage arrays and are retained for long-term data retention compliance. Client data is also replicated between the primary and secondary data centers for business continuity. These data centers are geographically separated. Backups are tested regularly to ensure recovery reliability. Backups are encrypted using AES 256 and are retained for long-term data retention compliance. Paylocity team members annually test restore capabilities. Automated software is set to alert in the event any backup process fails. Alerts are ticketed and investigated through resolution. The automated data backup software has a data retention field that is utilized to determine when storage media should be processed for destruction.

Paylocity's data centers are connected to multiple independent Internet service providers. Redundant hardware is in place throughout the network infrastructure to support resilient network traffic delivery. The environment is protected from hardware failure by utilizing load balancing and clustering technologies.

Advanced monitoring technologies are in place on our applications and infrastructure to enhance detection and measurement of our environment conditions. This includes an integrated 24/7 on-call notification system with real-time alerting to engage the appropriate response teams.

Paylocity maintains a disaster recovery plan that is revised and tested annually. Supporting our commitment to resilience and continuous improvement, test results are tracked to completion and incorporated into the recovery plan.

