paylocity®
Forward Together.

Business Continuity & Disaster Recovery

Paylocity is a leading provider of cloud-based HR and payroll 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 has developed business continuity and disaster recovery plans detailing the appropriate steps for responding to business disruption events and ensuring it is able to continue delivering its products and services to its clients.

Paylocity's Business Continuity Plan addresses data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with customers, employees, and business partners; and alternate physical location of employees.

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

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 semi-annually. 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.

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.

Backup

Paylocity uses a multi-tiered approach to backup critical data and systems. It employs multiple data protection strategies including real-time data replication to ensure high availability. Backups are stored on multiple media storage systems with data integrity testing and validation. On a weekly basis, tape backups are encrypted and stored at a secure off-site location.

Telecommunications

Telephone calls to and from Paylocity are distributed among multiple call centers in different U.S. geographic regions and each site can operate independently in the event of a disruption.

Under normal circumstances, email at **service@paylocity.com** or contact us at:
corporate: **866.304.3800** | customer service: **888.873.8205** | sales: **800.520.2687**