CRM Security
World Class Security for your CRM and ERP Data

Security Specs:
- 128 bit SSL
- 1024-bit RSA public keys
- Encrypted to bank security standards

Consistent software uptime:
- Guaranteed 99.8% uptime
- 24/7 monitoring of all servers

View our public server uptime log at:
monitor.salesboom.com

Failsafe server clusters protect against disaster, if a server goes down, other servers in the cluster pick up for it. If cluster goes down, there is another to take its place.

Salesboom.com goes to great lengths to protect the privacy and security of your data. It is a fundamental part of our business offering. Salesboom.com is the only on-demand CRM with a Service Level Agreement, and guarantees a 99.8% uptime. Salesboom has one of the highest uptime rates in the industry and we keep a public server uptime log at www.salesboom.com via the 'System Status' link at the top of the page, or directly at monitor.salesboom.com

When you log into your Salesboom.com account, you are just as secure as when you log into any bank or financial institution. Salesboom software is delivered over a secure Internet connection (https://) and guarantees 128-bit strong encryption of all Salesboom data sent over the Internet. We invest heavily in the latest hardware and software to protect our servers and have 24/7 monitoring of all servers by trained professionals.

Salesboom was built from the ground up as a secure, global SOA leveraging multiple data centers around the world. This is a big part of how Salesboom ensures world class security, scalability, reliability and redundancy.

Security Details

Data Encryption:

128 bit SSL and 1024-bit RSA public keys ensure all data is encrypted to bank security standards for transmission over the Internet. The security or 'lock' icon at the bottom of your browser screen tells you that you are in secure mode when logged into Salesboom.com.

Disaster Recovery:

Salesboom Software-as-a-Service offerings were built from the ground up on a Global Delivery Model. Salesboom is a global SOA with data center nodes at multiple locations around the world. Salesboom collocates its servers with world-class, National ISPs. This gives our customers the latest in data center security and peace of mind. Salesboom has a disaster recovery plan in place and tests it regularly.

At each data center, Salesboom maintains server clusters also with built in fail-over and redundancy to ensure our systems are constantly up and running. If, for any reason a server in the cluster goes down, the other servers take over the load and ensure everything is running. If, for any reason a cluster should go down, another cluster is there to take its place. If an entire data center were to go down, then the other data centers pick up the slack until it comes back on line.

Location Security:
- Raised floors
- Gas & fire suppression systems
- Intrusion detection systems
- 24 hour monitoring

Added Security Features:
- Redundant firewalls
- Routine analysis of firewall
- Routine analysis of server login
- Non-routable IPs

Visit our Web site at:
www.salesboom.com
Or for more details call us today at 1-800-CRM-SALE.

Data Backup:

Salesboom data is stored on redundant RAID disks and all data is backed up nightly. Backup data is cloned, stored on tape, verified, and then stored in fire-proof off-site storage regularly.

Physical Security:

Each data center has multiple, redundant high bandwidth Internet connections, raised floors, gas fire suppression systems, intrusion detection systems, 24 hour monitoring and physical security with entry into the data center allowed only by authorized Salesboom employees and always accompanied by a representative from the ISP.

Perimeter Defense:

Our network perimeter is protected by redundant firewalls and intrusion detection system. As well, Salesboom routinely analyzes firewall and server logs to pro-actively identify potential security threats. Salesboom regularly tests the perimeter defense by performing intrusion tests.

Application Security:

Although Salesboom.com is a multi-tenant platform, not all resources are shared. Your data is guaranteed not to be accessible by any other Salesboom user or organization. Within the Salesboom software, many measures have been taken to ensure all code instances are separate from one another and cannot be accessed. The security model is re-applied with each request, and enforced for the duration of the browser session.

Systems Security:

Inside the perimeter of the firewall, Salesboom goes to great lengths to protect our systems. We continuously write proprietary software checks and triggers as well as employing NAT, port redirection, non-routable IPs, IP masquerading, etc. Our systems are monitored 24/7/365 both by Salesboom as well as our collocation ISP partners to quickly identify problems.