



**DATA** CENTER



# ZUCCHETTI HR SAAS SERVICES

## A SAFE PLACE TO STORE YOUR DATA

Thanks to the new technologies, modern companies develop their business by providing several services from multiple locations and using specific software to integrate the various departments, exchange information and data between employees, partners, suppliers and clients.

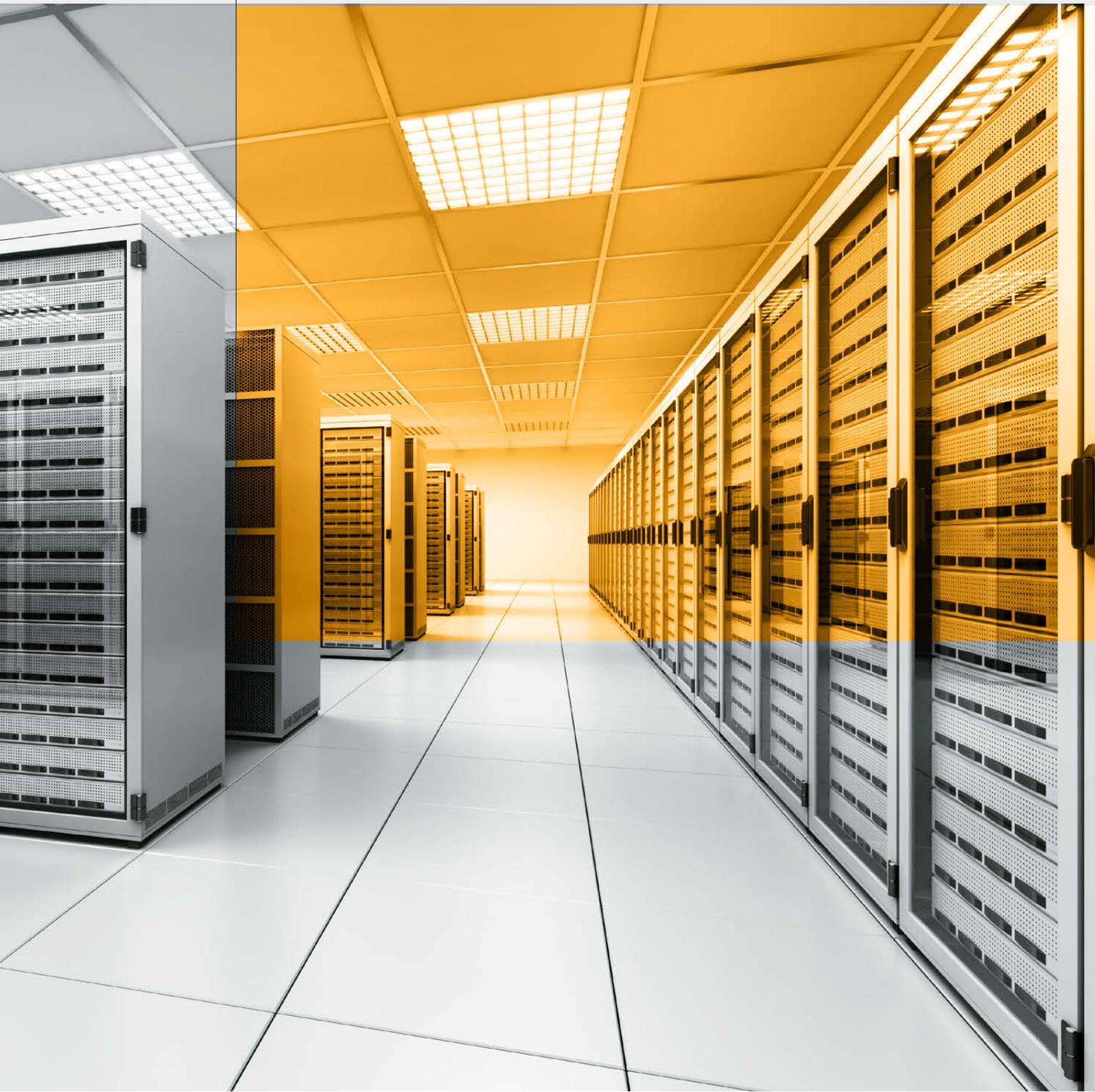
**Reliability and availability** are therefore key concepts to invest in to establish one's business, because without an efficient IT environment, the decision-making process slows down, agility decreases and the corporate flows grind to a halt.

To support the business of companies, we invested in our Business Data Center to guarantee **the highest levels of security and reliability**, and a considerably higher **connection speed** than a company could provide independently. The use of a facility outside one's own company, designed and built specifically to handle large quantities of data, is **the ideal solution to use new technologies trouble-free**. Thanks to the Zucchetti Business Data Center and to our own technical organization, we take care of the proper functioning and the updating of hardware and software systems, guaranteeing **continuity of access** to securely stored information.



## **PHYSICAL SECURITY**

A secure place for all information



# DATA CENTER LOCATION

Situated in Lodi, approximately 20 km from Milan, where the Zucchetti **Headquarters** are located, with over 1,000 employees dedicated to R&D, the Zucchetti Business Data Center was designed and built using latest-generation technologies, to guarantee its users the highest service levels, **24/7**.

The fact that the employees in charge of development and support are in-house adds further value for our Clients who, in the event of a failure, can rely on both systems engineering and complete application support. This in-house organization is unique in Italy, thus enabling us to offer applications provided via the Internet in **SAAS** mode and a Service Level that is not limited to traditional basic systems engineering components

(**networking, operating systems and middleware**), but which covers **the entire spectrum of the application software solution**, which requires operational reliability in an **integrated cycle**, from **connectivity** to the **application features of the software** enjoyed as a service.

In order also to offer the highest level of **physical security**, in addition to **logical and application security**, the Zucchetti Business Data Center was built as part of the Bipielle City executive center according to a design by architect Renzo Piano, which is not only an extraordinary example of modern architecture, but it also offers cutting-edge technological solutions in terms of solidity and reliability.

The Business Data Center comprises **two technological hubs according to a logic of operational continuity**, guaranteed by a Disaster Recovery solution, with engineering solutions capable of offering maximum security, a concentration of technological innovation and sophisticated equipment, and a **Back Up** hub.

- **Primary Site**; where the main service provision elements are located;
- **Secondary Site**: where the provision platforms are concentrated according to a disaster recovery logic;
- **Site for Backup**, which hosts the backup infrastructure and where the tapes are stored.

## THE ZUCCHETTI BUSINESS DATA CENTER



### ELECTRICAL NETWORK AND REFRIGERATION

redundant electricity distribution plant, static UPS, conditioning plant equipped with 2 refrigeration control units, automatic control system.



### FIRE PREVENTION

smoke detection with analog optical sensors, double fire doors, automatic inert gas fire extinguishing system.



### ACCESS CONTROL

armed surveillance, video control, anti-intrusion system, access control with card and finger print reader.



# CERTIFICATION

The Zucchetti Business Data Center is certified in accordance with the following international standards:



## ISO 9001: 2008

Quality certification, which defines the requirements for a quality management system in order to conduct corporate processes



## ISO 27001: 2013

Information security management system



## ISAE 3402 T II

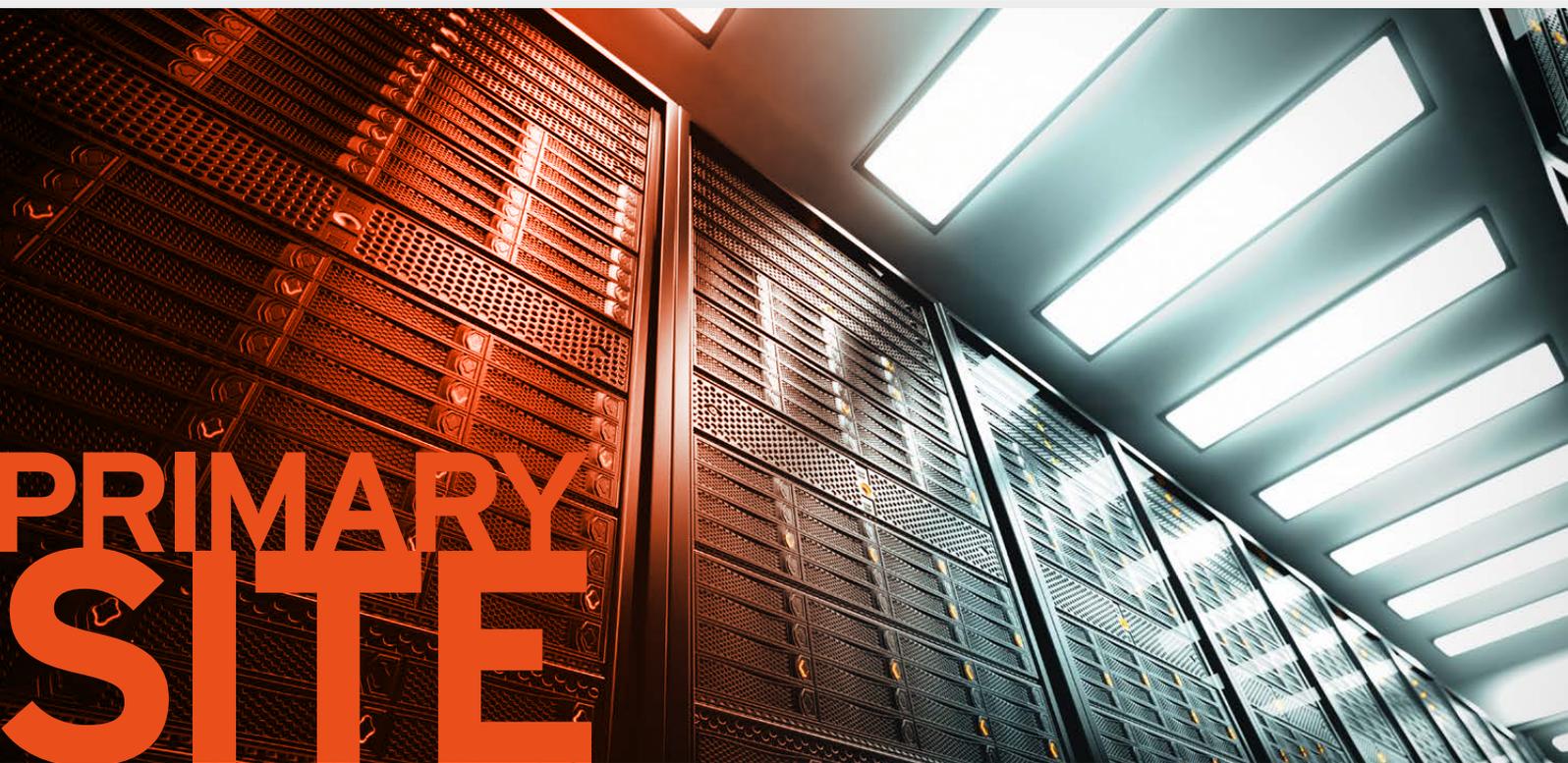
A standard that documents an organization has suitable in-house controls

The **high quality standards** applied guarantee **maximum IT security** in data processing, **physical security** (fire-fighting systems and access control), **logical security** (anti-intrusion systems), and **application security**, as well as continuity of services under all circumstances.

## RELIABILITY

Fire detection system with analog optical sensors - double fire doors on each floor - access control system with badge readers and motorized security locks

- Superior standards of information, logical, application and physical security and backup and restore services, which guarantee protection against the risks of data loss
- Service continuity 24/7, 365 days a year
- Zero infrastructure costs
- Technical help desk



4 operational floors, 1 of which is entirely dedicated to infrastructure. The second and third floor are currently dedicated to client infrastructure in both Physical and Virtual mode and provided as follows: **Hosting (PAAS), Housing (IAAS), Cloud, and Colocation.**

The four-ton steel doors granting initial access to the Zucchetti Business Data Center are only the first features of an architecture designed to protect data and "mission critical" application services provided. A similar focus was placed on the other physical and logical infrastructure so as to guarantee **total security and continuity of service**, preferring maximum quality. To guarantee a further level of security for "mission critical" applications, a dedicated external facility was set up, which is used as the **Backup Center**, linked up to the Zucchetti Business Data Center via **dedicated optical fibers** and situated in a building just a few hundred meters from the primary and secondary sites.



## RELIABILITY

A photograph of a server room with rows of server racks. The racks are illuminated with green and blue lights, creating a high-tech atmosphere. The text 'SECONDARY SITE / DISASTER RECOVERY' is overlaid in large, white, bold letters on the left side of the image.

# SECONDARY SITE / DISASTER RECOVERY

All the areas of provision of the Zucchetti Business Data Center are linked via **proprietary optical fibers** to allow the implementation of a **high reliability and operational continuity** provision model, distributing the infrastructural elements among the various sites. The primary site is linked via a double path to the secondary site by means of **96 "proprietary" single-mode optical fibers** with communications of up to **10 Gbit/s** each.

All "Mission Critical" services are provided by the secondary Business Data Center even in the event of Disaster Recovery through in-house technical and organizational facilities dedicated to managing, administering and monitoring the entire infrastructure. This model is implemented in order to guarantee Clients maximum availability and service quality, meeting **the international requirements and standards on the subject of physical and logical security and reliability.**

# SITE FOR BACKUP

With our **Remote Backup** service, we guarantee our clients automatic and secure Backup to have a copy of their computerized assets at all times. The service can be limited solely to data Backup of Zucchetti applications or it can concern the entire IT system and, in the event of a declared disaster, it makes it possible to restart with the virtual architecture present in the Business Data Center.

The Backup area is the environment which houses the backup infrastructure with the storage of the tapes concerned by the service. The premises are situated in a building that is separate from both the primary and the secondary site and they consist of:

- department manned by staff in charge of the physical and logistical management of the Business Data Center;
- IT area for backup infrastructure and tapes.

This area is linked via **proprietary fiber** to both the provision sites, allowing extension of both the **Business Data Center LAN** and the **SAN/TAN**, in order to guarantee data transfer onto external media with the utmost reliability and security. Access to the building is only granted to authorized staff, through a gate fitted with access control and personal badges.



## RELIABILITY

SERVICE  
CONTINUITY  
IN ANY  
CONDITION

# LOGICAL SECURITY

## BUSINESS CONTINUITY & AVAILABILITY - DISASTER RECOVERY PLAN

Companies increasingly often find themselves having to protect the security of their data, critical applications and their technological infrastructure. Continuity and availability of their IT infrastructure are vital for the success of the business and, sometimes, for its very survival. **Thanks to our integrated and scalable hardware and software systems, the complete recovery of operations is possible, from assessment to execution, from monitoring to automatic error correction.**

Disaster recovery solutions protect your business, helping companies react effectively to any harmful event capable of affecting the workforce, the processes, the infrastructure, the applications or the data, and restoring everything that has been damaged.

The Zucchetti disaster recovery plan aims at **guaranteeing virtual operational continuity** in workplaces, allowing staff to access critical applications and communicate efficiently during emergencies or other events which cause disruptions to their activities.



# BUSINESS CONTINUITY

The business continuity services offered by Zucchetti include, among their many benefits, **the supply of a backup computer to restart the company IT** in the event of an emergency, the sending of an alternative system in emergency configuration (with identical or better characteristics than the one no longer available) within 48 hours and the use of the system without any additional costs, for the duration of 21 days.

## Employee and organization folder security

The securing of the document storage within Zucchetti software occurs via **128-bit AES encryption** of the files stored in the file system. In addition, the security key is calculated uniquely for each file at the time of importing in the procedure with high complexity and variability characteristics.

## External document acquisition

The acquisition program reads the files in the input directory and using the information obtained from the file name, associates the document with a user of the procedure. The moment the file is associated with the corresponding user, the document is encrypted in the memory using the **AES 128 algorithm** with its own unique security key for each file.



## SPECIFIC SKILLS ON ZUCCHETTI APPLICATIONS

### Application Security Manage your data with peace of mind

The **HR Infinity** suite stands out for its focus on security and for application aspects (management of access credentials and of the identification process).

As regards the management of credentials, the HR Infinity suite is designed to perform all these checks which guarantee proper management of accesses to applications:

- Cyclic nature of Password;
- Automatic password expiry after 90 days;
- User expiry after inactivity beyond 180 days;
- Maximum number of password changes in a day;
- Complexity of password and minimum password length of 8 characters;
- Impossibility of using known information within the password, such as name, use, own name, own surname, company name, tax code;
- Enabling of Captcha code;
- Maximum number of access attempts;
- Password reset protected by e-mail confirmation;

In **HR Infinity**, passwords are saved in the database and **encrypted with an irreversible proprietary algorithm**: for this reason, Zucchetti staff are not able to trace back the user password. The password entry check is carried out by encrypting the password entered by the user and compared with the one present in the database.

For the purposes of **the A.C.L. (Access Control List)**, the following can be defined for each user: the "population" on which he or she may operate; which "sections" of the procedure may be used: **A customized "desktop" can be defined for each user**, displaying only the functions enabled and the type of access for each section (read only, entry, modify, delete); the language used by each individual user.

The **HR Infinity suite** allows integration with **LDAP** systems such as **Active Directory, OpenLDAP eDirectory** in order to check the user credentials during access not to the proprietary database but requesting the LDAP system to check. In addition, the use of **multiple LDAP systems simultaneously** is envisaged, even of different natures. The HR Infinity suite allows automatic **SSO** (Single sign-on) via user identification from the request.



## GREEN ENERGY EFFICIENCY

- 2 (two) UPS with 200kVA/each in redundant parallel
- 3 (three) Chillers of 117 kWf/each (37.4 kWe);

## FLEXIBILITY & SCALABILITY

Integrated and scalable hardware and software systems for the complete recovery of operations, from assessment to execution, from monitoring to automatic error correction.





# BENEFITS

- compliance with laws, regulations, provisions on the subject of security;
- disaster recovery solution simplified as much as possible, but still in keeping with the requirements of the users;
- maximum service configuration flexibility and adaptability to new technologies and/or extensions to the corporate IT platform;
- ideal solution to complete the "cover" of the system provided by the hardware maintenance contract.

**ZUCCHETTI  
DATA  
CENTER  
CLOUD  
SOLUTION**

**2.600**  
SERVERS

**5**  
TB | DAY  
INTERNET

**1.200**  
TB | STORAGE

**1/5**  
DATABASE  
BACKUP

**100**  
TB | DAY | BACKUP

**17.000**  
TICKETS | YEAR

**1,5**  
MAIL | BILLION | YEAR

**1.700**  
GHZ | CPU

**18**  
TB | RAM

**250**  
TB | STORAGE

VIRTUAL INFRASTRUCTURE



# ZUCCHETTI

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Our software, your success