



TracPlus Fact Sheet

Service, Facilities and Security

TracPlus provides global tracking, communication and collaboration solutions for those who operate in harm's way. We allow EMS, first responder, search and rescue, tourism and aviation operators to work together more effectively by instantly sharing the location and status of their vehicle and personnel assets in real-time to achieve better mission outcomes and save lives.

01 Hosting

- Fujitsu Data Centre in North Ryde, Sydney, Australia
- Tier 3 and Tier 4 Data Centre
- ISO/IEC 27001 & ASIO T4 certified
- N+1 redundancy throughout
- Carrier independent triple Internet redundancy
- 99.999 uptime service level agreement

02 Electrical System

- 2 x 11kV mains feeds via diverse entry points
- 5 x 2500kVA Diesel generators
- 12 x 500kVA UPS
- Dual fuel tanks and redundant pumping system
- On-site fuel storage sufficient for 72 hours of operations
- Power allocation design on 1000W per m2

03 Mechanical System

- 16 x 360kW air handling units
- Underfloor leak detection and off-floor drainage system
- Mechanical system supported by diesel power generation

04 Fire System

- Early warning smoke detection (VESDA)
- Smoke and fire detection installed under and above floor
- Dry-pipe, pre-action fire suppression within data halls

05 Security & Certification

- 24x7 manned security office and personnel entrance checkpoint
- Perimeter vehicular security checkpoints
- CCTV monitoring and capturing perimeter and internal access by digital cameras
- Single person interlock entrance to data hall
- Biometric and proximity card access points to all secure areas
- Certification to ISO-27001 Information Systems Security Management
- Certification to ASIO T4 Intruder Resistance
- 24x7 access permitted to authorised personnel

06 Telecommunications

- Carrier-neutrality
- 2 diverse underground cable pathways to the building
- 2 internal hand-off rooms, with diverse inter-room cable pathways

07 Server Cluster

- Fully patched Windows Server 2012 virtual machines on a fully redundant HyperV cluster
- Load balanced Application and Database servers
- Full Microsoft stack architecture

08 Client Software

- Available on a subscription basis (SaaS)
- Free download and install on multiple computers
- TracPlus Professional (desktop, Windows 7 onwards)



- TracPlus for iPad/iPhone (mobile, iOS 7 onwards)
- TracPlus Web (web, most browsers, cookies optional)
- Internet access required
- Desktop applications communicate via SSL (port 443) and may require key IP addresses to be whitelisted

09 Technical and Customer Support

- Essential services automatically monitored
- 24x7 emergency distress monitoring and notifications
- 24x7 customer and technical after-hours support

10 Backups

- All virtual machines backed up every two hours
- Databases separately backed up twice daily
- Database backups copied off-site each week
- Database transaction logs migrated off-site in real-time

11 Security & Certification

- Device to satellite to ground station encrypted using satellite providers' proprietary mechanisms (up to AES256)
- Ground station to TracPlus encrypted using dedicated VPN and protected using IP-restricted credentials
- TracPlus to client software encrypted using HTTPS 128 bit and protected using customer credentials with user passwords secured using one-way cryptographic hash functions
- Comprehensive permissions model for protection of shared tracking data

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