



# Engine Yard Security Overview

Engine Yard takes safeguarding your data very seriously. We understand you need data confidentiality, integrity, and availability. We work with top tier data center partners and hire only the best. We've created a robust infrastructure to serve you and your business.

The Engine Yard cloud computing platform was designed by our top architects with over 30 years of practical experience in Internet-focused computer science. From the Linux kernel and networking, to Rails deployment and enterprise-use web scaling - we've done it all. At Engine Yard, you're not just a slot on a rack; we deliver speedy and effective personalized attention and service. Our hardware and software are hand picked, and our policies and processes are designed to give you confidence in our reliability, scalability and security.

## World-Class Data Center

We have preventative maintenance agreements with the original manufacturers of our data center equipment. All maintenance and repairs are performed by highly skilled technicians. Our data centers provide:

- Guaranteed 99.999% facilities uptime
- 24/7 power back ups for all equipment
- Redundant power switching systems for safe backup transitions
- Cooling systems in N+2 configuration
- Multi-zoned, dry pipe, water-based fire suppression systems with sniffers
- Dual alarms with heat and smoke activation
- Video surveillance with fixed or pan-and-tilt cameras

## Physical Access Controls

Professional security personnel monitor and physically control access to our data centers 24/7. In addition, our data centers feature:

- Multi-layered access control points
- Biometric identification and badge scanners
- Secure cages and locked racks
- No unauthorized package deliveries

## Network Infrastructure Security

The core network infrastructure segregates customer traffic to prevent eavesdropping. Only data destined for your application reaches your slices. Our network gateways are hardened against spoofing attacks, and employ packet filtering and policy routing. Unused switching device ports are disabled. We maintain our own source-controlled package repositories. We employ upstream package staging to secure binary packages and fast track security and bug fixes.

## Data Access Controls

Engine Yard employs a variety of mechanisms and security checks to control data access. All employees undergo criminal background, credit and social security checks, as well as employment verification. Access to the network infrastructure is limited to facility managers and network engineers. Support staff use individually generated public/private key authentication, which is more secure than traditional passwords. Further barriers to data breaches include:

- Authentication of client requests reduces security profile of attacks over social vectors
- Alternate port configurations statistically reduce our security profile
- IPsec provides VPN access for customers
- Clustering infrastructure provides a distributed fire-walling framework