



MAXIMIZER CRM LIVE

UK Data Centre



Published By |

 **MAXIMIZER CRM**

MAXIMIZER CRM EMEA

Maximizer CRM Live is a cloud based solution, available in both our Canadian and UK Data Centres. The following provides details of the Maximizer Live UK environment for EMEA customers.

Our UK Data centres are managed independently of the Canadian Data Centres and there is no exchange of customer data between the two environments.

GDPR AND CLOUD HOSTING

The General Data Protection Regulation (GDPR) legislation coming into force on 25 May 2018 brings international consistency around data protection laws and rights. The GDPR expands the privacy rights granted to EU individuals and places new obligations on organisations that market to, track or handle EU personal data, no matter where that organisation is located.

According to Article 32 of the GDPR, companies are required to ensure 'a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing [of data].' With this requirement in mind we have outlined the security measures that Maximizer have put in place to give our customers in the European Economic Area the assurance that their data is secure and meets GDPR requirements.

ACCESS TO CRM LIVE

Access to the Maximizer CRM Live UK platform needs an active subscription and an Internet connection.

The platform delivers the software using state-of-the-art scalable high performance technologies. Customer data is synchronised, backed up, encrypted and stored securely within two purpose built Tier IV data centres located in the UK, providing customers with uncompromising security and constant availability.

- Connection to Maximizer CRM Live UK is provided by a SSL certificate protected by 256k bit SSL encryption. This protocol secures your data whilst in-transit.
- A high-grade firewall solution is deployed
- Both data centres hold ISO/IEC 27001:2013 accreditations.

AUTHENTICATION AND PASSWORD PROTECTION

Accessing Maximizer CRM Live UK requires two factor authentication.

DATA CENTRE TIER CLASSIFICATION SYSTEM

Created by the Uptime Institute, a USA based data centre research and professional-services organisation.

Tiers 1-4 describe the site infrastructure performance uptime. The higher the Tier level, the greater the expected performance.

ISO - INTERNATIONAL ORGANISATION FOR STANDARDISATION

ISO27001 is a specification for organisations to keep information assets secure including; financial information, intellectual property, employee details or information entrusted by third parties.



- A username and password is created and later managed by the user. The robust password policy includes a mix of uppercase, lowercase, numbers and symbols.
- Should the login be used by another device unknown to Maximizer CRM Live UK, a notification immediately alerts the user.

RELIABLE UK-BASED HOSTING

The Tier IV hosting data centres allows the provision of continuous service without disruption and meet the highest standards in the hosting service industry.

- Milton Keynes Data Centre - ICM Certificate for ISO/IEC 27001:2013 Registration number 2100542
- Maidenhead Data Centre - BSI Certificate for ISO/IEC 27001:2013 Certificate number IS571965

The data centres provide:

- Always-on availability, security and proactive threat detection
- Fully fault tolerant allowing for planned and unplanned activity whilst still maintaining operations with no single point of failure.
- The service is fully accessible whenever and wherever you need it.
- For connectivity, substantial fibre capacity is available from multiple and diverse routes into the data centre site with automatic routing ensuring the fastest connection possible.

The buildings are in low risk areas away from known issues such as flood plains, potential landslides, highly flammable product storage and outside of low flight paths.

The platform architecture uses Enterprise-grade security design with full redundancy to help ensure continuous uptime as well as guaranteeing the health and optimisation of the hardware.

Our team of experts consisting of software developers, infrastructure engineers and on-boarding consultants proactively monitor and maintain the servers by adopting a methodical and practical approach.

Maximizer are heavily invested in ensuring that your data is secure, remains safe yet accessible to your nominated staff.

PEACE OF MIND SECURITY

The data centre buildings provide secure compounds with advanced perimeter and access security including:

- Extensive internal and external CCTV
- 24/7/365 remote monitoring
- Waterless fire suppression systems protect all equipment, with early warning detection linked to the local fire station.



About Maximizer

Maximizer CRM is fueling the growth of businesses around the world.

Our CRM solutions come fully loaded with the core Sales, Marketing and Service functionality companies need to optimize sales productivity, accelerate marketing and improve customer service. With flexible on-premise, our cloud and your cloud deployment options, tailored-to-fit flexibility, state-of-the art security infrastructure, industry-specific editions and anywhere/anytime mobile access, Maximizer is the affordable CRM solution of choice.

From offices in North America, Europe, Middle East, Africa and AsiaPac, and a worldwide network of certified business partners, Maximizer has shipped over one million licenses to more than 120,000 customers worldwide.



To learn more contact Collier Pickard Ltd, Certified Solution Provider

Call **+44 (0)1959 560410** or email **sales@collierpickard.co.uk**



AMERICAS (HEAD OFFICE)

Maximizer Services Inc.

260 - 60 Smithe Street
Vancouver, BC
V6B 0P5 Canada

Sales +1 800 804 6299

Phone +1 604 601 8000

Email info@maximizer.com

Website www.maximizer.com

EUROPE / MIDDLE EAST / AFRICA

Maximizer Software Ltd.

1 The Courtyard
Eastern Road
Bracknell, Berkshire
RG12 2XB United Kingdom

Phone +44 (0)1344 766 900

Email enquiries@maximizer.com

Website www.maximizer.com/uk

AUSTRALIA / NEW ZEALAND

Maximizer Software Solutions Pty. Ltd.

Level 1, Suite 14, 32 Delhi Road
North Ryde, New South Wales
2113 Australia

Phone +61 (0)299 572 011

Email info.anz@maximizer.com

Website www.maximizer.com/au

WWW.MAXIMIZER.COM

Copyright © 2018 Maximizer Services Inc., Maximizer Software Ltd., Maximizer Software Solutions Pty. Ltd. All rights reserved. Maximizer® CRM is a registered trademark of Maximizer Software Inc. Maximizer CRM, Maximizer CRM Live, Maximizer Contact Management, and other product names may be trademarks of their

respective holders. This is for information purposes only. MAXIMIZER SOFTWARE INC. MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS SUMMARY.