ROCKET MATTER®

9 Point Security and Reliability Program

Security is a very serious issue in the practice of law. Confidentiality is key.   As with any online application, data protection and reliability is something to think about when choosing a service provider. At Rocket Matter, we take security very seriously so you don't have to. The measures we take exceed what small businesses can afford, so you can outsource your worries to us and get a good night's sleep.

1 Unparalleled Physical Security

Less sophisticated security breaches, such as data physically stolen from your premises, are much more prevalent than high-tech security breaches. Do you know who has access to your systems, including night staff and landlords? You need to assess how secure your building and your office equipment truly are.

Rocket Matter's data center restricts access to our machines via biometric scanning, constant security camera monitoring, and independent security auditors. And the 24 x 7 staff provides continual protection against unauthorized entry.

2 Encrypted Communications

Rocket Matter runs in a web browser over SSL, an encrypted communication channel that renders all traffic between your browser and our servers impenetrable. In fact, our 128-bit encryption exceeds military standards of communication. Since the encryption takes place on your computer, this allows you to safely use Rocket Matter from any Internet connection, whether at home, office, or public WiFi connection.

3 Data Isolation

From end-to-end, our customers' data is isolated from that of other customers. Every firm has their own database instance to ensure data isolation, meaning that no two firms will have their practice data stored in the same tables. In addition, when a firm connects to our web servers, each firm runs in its own logical process space to further ensure data separation.

4 Offline Access

Despite the measures we take to ensure data safety, many attorneys don't feel truly secure unless they have a copy of their data in their hands. At Rocket Matter, we allow for on-demand data downloads of your billable time, matters, calendar, and contacts, so that you can take any additional precautions you may desire.

5   Threat Modeling

Threat Modeling, which is the practice of identifying and countering computer attacks, is a fundamental part of our development process. We don't just put guards in place as an afterthought to think about SQL Injection Attacks, Cross-site Scripting Attacks, and other web threats. Rather, we built Rocket Matter from the ground up using engineering techniques to mitigate security breaches.

6   Continuous Monitoring

We conduct continual audits with the independent security specialist firm McAfee. On a nightly basis, Rocket Matter is subjected to a barrage of attacks, probing its vulnerabilities. And every night since we've started, we passed the test. So even when we roll out new functionality, we have protection in place to make sure we haven't created a vulnerability.

7   Backups and Disaster Recovery

Rocket Matter has a multi-point backup system:

1. Rocket Matter's databases are backed continually throughout the day to other standby machines.
2. Our backups are copied to a remote, geo-redundant facility on a daily basis.
3. Our data center specialists also maintain backups of our data as well.

8   System Security

One of the biggest security challenges a firm faces is maintaing their computer's security patches. When the Cornficker worm attacked Windows systems in 2008, it was able to flourish because 30% of all Windows users hadn't protected their systems adequately.

Our servers are installed using the most recently patched operating systems, and are patched on a continual basis to protect against emerging threats. In addition, our servers sit behind dedicated firewalls and are architected and maintained by security professionals.

9   High Availability

Rocket Matter's production servers are duplicated, with hot standby machines ready to take over in case a production server fails. We leverage RAID technology, adding redundancy at the hard-drive level. Our data center, a SAS70 Type II certified facility, is served by nine different internet providers, each entering the building at different access points, is served by three independent power sources, and features a battery of backup generators.

Our 9 Point Security and Reliability Program included in Rocket Matter subscriptions is very thorough. You should be aware that there is risk to any system and should base your business decisions accordingly. We urge you to examine your own capabilities to protect against data theft and reliability and compare these to what we can provide.