Hardware and Software

Maximum Security and Availability

The UDS-PROi® server architecture ensures that no one point of failure can compromise our system. Our servers are located in VTC, a highly secure data center in Western New York. This data center and the building that houses it operate under government-level security. The Internet connection provided by VTC features high redundancy and very high-speed connections. The data center also provides us with a redundant power source to protect against outages and blackouts. In addition, our off-site disaster recovery system ensures maximum accessibility in the face of unforeseen events or a catastrophic failure.

Web servers

Our three high-power, multiprocessor web servers operate at the same time and share the load as needed. These are load-balanced servers, which means that if one becomes busy, another will process requests in order to speed up the response time you see on your end. These servers are redundant, so if one or two of the servers stop working, the others will be more than capable of running the software on their own.

Security controllers

These two servers maintain the security and integrity of the entire system, making sure that there are no unauthorized access or breaches. Like the web servers, these servers are also redundant, so if one server stops working, the other will be able to maintain the same high level of security.

Database servers

Our two high-power, multiprocessor database servers provide redundancy, which means that if one of the database servers stops working, not only will the software still function, but all the data will be intact and instantaneously up to date.

Firewalls

We employ a high-availability firewall solution. The configuration requires the use of two identical firewalls as a high-availability pair. The active unit handles all traffic, while the standby unit shares its configuration settings and can take over at any time to provide continuous network connectivity.
Hardware and Software

Backup Procedures

Server backups
We follow standard server backup procedures. Full backups are run nightly on all servers. We also have images of all the servers so that we can restore them quickly if needed.

Database backups
Our MS-SQL database is fully backed up each night. We also perform incremental backups every five minutes during the day. These procedures back up data that has been added or changed since the last nightly backup. In addition to these backups, for our disaster recovery procedures, synchronized replications occur instantaneously for any change made to the database by our users to our off-site disaster recovery site, leaving no gaps in the data we have backed up.

What do you need to run the UDS-PROi® software?
To access the UDS-PROi® software, all you need is a computer or tablet that has a stable Internet connection, the latest version of Adobe Reader, and the latest version of any of the following browsers:

• Microsoft® Edge
• Microsoft® Internet Explorer
• Mozilla® Firefox®
• Google Chrome™
• Apple® Safari®
• Mobile Safari®
• Mobile Firefox®
• Mobile Chrome™