PlusTrac™
Our Program, Your Guarantee

Technical Specifications

Hardware:
Our production server is a Dell 610 with 32GB of RAM.

Storage:
Our commercial data center is managed by Venyu at the Cyber Innovation Center in Bossier City, La. This commercial-grade data center is designed with industry-leading physical and network security protection, disaster recovery options, and a wide range of environmental controls, including smoke detection and fire suppression systems as well as redundant cooling controls.

Security:
The Venyu data center is SSAE SOCII (formerly known as SAS 70 Type II) compliant. The facility is built to anti-terror-force protection codes with full-time onsite armed security, monitoring, video surveillance, biometric and access card, and mantrap access to the data center floor. Physical access to the servers is limited to authorized personnel, who are only allowed entry with proper photo identification, a handprint scan, and escort of a Venyu staff member. Upon entry to the facility, visitors must sign in at the security desk and surrender a valid TSA-approved ID to obtain a visitor's pass.

Our servers are protected by a Cisco ASA 5510 firewall to prevent unauthorized access. Pingdom, a third-party service, is used to notify ZOLL employees if the PlusTrac™ website becomes unavailable.

Password Requirements:
Access to the software is limited to those users with a valid log-in name and password. Passwords must be a minimum of six characters and contain at least one number.

Backups:
A full database backup is performed once per day.

Disaster Recovery:
In case of an emergency, AED data can be restored to the most recent backup file. Our Client Services team can function from virtually anywhere with Internet access, as all internal files are stored on the cloud and phones are managed by a VOIP system, making downtime in case of an emergency minimal.

Database Roles:
There are four customer-facing roles to the AED software: Customer Admin, Group Coordinator, Site Coordinator, and Inspector. The Customer Admin has access to all sites and all data. The Group Coordinator has access to all sites and data assigned to his or her group. A Site Coordinator can only access data for his or her site(s). An Inspector can only log maintenance checks or report AED uses for AEDs at his/her site.

ZOLL®

Data Stored in PlusTrac:

- Customer name
- Customer address
- User's name
- User's address
- User's contact information (including phone, fax, and email)
- User's passwords (encrypted)
- Site name
- Site physical address
- AED manufacturer and model
- AED serial number
- AED physical location description
- Maintenance history on the AED
- Consumable install and expiration dates
- Volunteer responders' names and email addresses
- Volunteer responders' certification type and expiration date
- AED use data, including
  - Which AED was used
  - When the AED was used
  - What happened before the AED was needed
  - Who responded to the emergency
  - What events surrounded the use of the AED
  - When did EMS arrive
  - Did the AED deliver a shock
  - Was the victim revived
  - Victim's sex and approximate age
  - ECG from the AED
  - Doctor's review of the AED use

Data Not Stored in PlusTrac:

- Personal information for any users or volunteer responders, such as employee number, social security number, or date of birth
- Identifying information for victims of sudden cardiac arrest

Contact us and discover how PlusTrac provides the peace of mind that comes with knowing your organization is fully prepared to battle sudden cardiac arrest.