

Worldwide Data Centers Designed for Security

Backup data storage with N-able Backup

One of the many benefits of N-able™ Backup is backup storage in our global private cloud that comes included in your price. Our remote data centers are designed to offer security, reliability, and availability, no matter where in the world you operate.

Q. How many data centers does N-able use for backup storage?

- We currently have 30 data centers across 17 countries and four continents.
- There are six locations in the United States and multiple locations in other countries listed.

Country	HIPAA	ISO 27001	ISO 9001	NIST 800-53	PCI DSS	SOC 1 TYP II	SOC 2 TYP II
Australia		x			x	x	x
Belgium		x					
Brazil		x	x		x	x	x
Denmark		x			x	x	x
France		x	x		x	x	x
Germany		x	x		x	x	x
Italy		x	x		x	x	x
Netherlands		x	x		x	x	x
Norway		x	x				
Portugal		x	x		x	x	x
S.Africa			x				
Spain		x	x		x		
Sweden		x	x				
Switzerland		x	x		x	x	x
UK		x	x		x	x	x
Canada	x	x		x	x	x	x
USA	x	x		x	x	x	x

**Other location-specific certifications exist, above table contains most requested

Q. What certifications are in place for these data centers?

- ISO 27001, ISO 9001, and other certifications depending on your chosen data center.
- The data center in France also includes compliance with the French Ministry of Health’s Shared Healthcare Information Systems Agency (ASIP) via a Health Data Agreement (HDA).

Q. How is the data encrypted?

- N-able® Backup uses AES 256-bit encryption.
- Backups are encrypted on-site, then transferred over one-way TLS 1.2 connections and stored encrypted in the cloud.
- Backup data is only decrypted during a recovery at the business’ site.
- you can create your own private key or have one generated during automated deployment.

Q. How and when can I choose the data center for my customers’ backups to be stored?

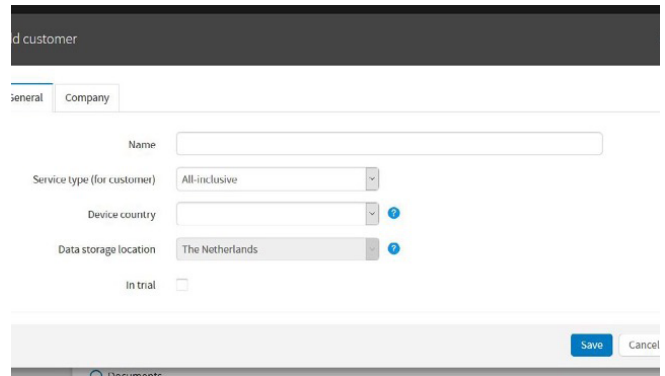
- When setting up a new customer, you will be asked their location country.
- If there is a data center in that customer’s country, data will automatically be sent there. For example, German data remains in Germany, French data remains in France, and so on.
- If there is not a data center in that customer’s country, data will be sent to the location mapped to that country. If your customer wants to store data in a different location, indicate this at the time of customer setup.
- Default mapping is based on proximity, as well as consideration of regional entities, such as the European Union.

Q. What if I want to change the location of my customers’ data?

- Inquire via Support, and decisions will be made on a case-by-case basis.

Q. How are physical security and power continuity managed?

- We partner with leading providers of data centers, offering 24/7 security, including biometric hand geometry readers for every door and server cage.
- CCTV digital cameras cover the entire data center, with detailed surveillance and audit logs.
- Data centers are equipped with uninterruptable power supplies and backup systems, including diesel generators.
- Fire protection systems are multizone, dry-piped, double-inter-locked, and pre-actioned. Very Early Smoke Detection and Alarm (VESDA) systems are used.



The screenshot shows a web form for creating a new customer. The form is titled "New customer" and has a "Company" tab selected. The fields are:

- Name: A text input field.
- Service type (for customer): A dropdown menu with "All-inclusive" selected.
- Device country: A dropdown menu with a blue information icon.
- Data storage location: A dropdown menu with "The Netherlands" selected and a blue information icon.
- In trial: A checkbox.

 At the bottom right, there are "Save" and "Cancel" buttons.

When setting up a new customer, select the country that customer is located in, and if you wish that customer's data to be stored in a different location than the default, specify it here

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

n-able.com

Data is current as of October 2020.

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