



## Technology Building Blocks You Can Depend On

### Scalable Infrastructure

- Automated deployments of desktops and applications at scale via private or hybrid cloud
- Quickly deploy scalable virtual storage with VSAN — secure, resilient, performant

### Privacy/Security

- Quickly build and deploy discrete, secure networks for any business or business function (FISMA, NIST, PCI-DSS, HIPAA)
- Carry cyber insurance
- Monitor performance and compliance of desktops, servers, and virtual appliances for viruses, malware, data loss
- Easily isolate servers, applications, and networks based on business requirements

### Telephony Services (Avaya Technologies)

- Capacity — available growth to 5,000+ agents
- Communications manager (PBX)
- Automatic call distributor (ACD Elite)
- Spectrum wallboards
- Contact center control manager
- IVR and computer integration (Screen Pop)
- English and Spanish speech analytics
- Predictive dialer
- Call recording

**Business continuity and data security are ongoing issues in every industry.** With growing technology and compliance requirements, higher education is no different:

- Cybersecurity legislation has been introduced in at least 28 states over the last several years.
- State and federal regulators require that companies scrutinize vendor data security practices closer than ever to preserve consumer privacy.
- Third parties are a major source of breaches of regulated data: 73 percent of organizations do not have a complete inventory of all third parties that handle employee and customer personal data.

Technology capabilities play a key role in a strong outsourcing relationship. Businesses need the assurance that their partners place equally high importance on continuity and security.

**Trellis Company (Trellis) continuously invests in state-of-the-art hardware and software and adopts industry best practices to enhance performance and provide peace of mind.**

# IT Infrastructure Capabilities

Agile technology that leverages best-in-class virtualization and security to support high capacity requirements.

## Scalable Operations

- Artiva: Capable of supporting high volume, Fortune 500 financial transactions
- FFEL Guarantor/Collections Platform (DACCS/Proprietary):
  - » Can assume greater than the equivalent of all remaining FFEL portfolios nationwide
  - » GA portfolio onboarding, management, and reporting
    - Homogenized or portfolio segregation
- Integrated web payment portals
- Turnkey, full service FFEL, FDL, and contact center services

## Backup & Security

- UPS capacity — 260 KVA
- Generator capacity — 750 kW, two-week diesel run time
- Areas backed up:
  - » Data center, IDF rooms, security room, and adjacent offices
- Double-layer access control:
  - » Production control, data center, NOC, MDF room
- CCTV — Four cameras recording exits, images retained 90 days

## Implementation Support

- Project Management office
- New technology integration
- Software development

## Onsite Data Center

- 5,000 sq. ft. of available space
- Configure to suit
- 12-inch raised floor
- Real-time metering:
  - » All circuits
  - » UPS monitoring
  - » Leak detection alert
- Mapped location, leak detection system throughout data center under raised flooring
- Pre-action dry pipe sprinkler system, two-stage activation

## Technology Partners



Trellis currently employs early 400 team members. In November 2017, the company changed its name from TG to Trellis Company to support a more broad focus of services within the education industry as well as growth strategies in commercial markets.

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