

From: "Rich - WriteUpp" <rich@emails.writeupp.com>  
Subject: Security & reliability is at the core of WriteUpp   
Date: 28 July 2024 at 15:45:24 BST  
To: <john@johndray.com>  
Reply-To: "Rich - WriteUpp" <rich@emails.writeupp.com>

Hi John,

My name is Rich and I'm the Chief Technology Officer here at WriteUpp. I'm the man responsible for keeping your data safe and our systems running.

What you see on your screen every day when you login is only 10% of the story. Behind the scenes (as it should be) there's a lot going on. Here are some of the highlights:

- WriteUpp is distributed across over **fifty different servers** each performing specialist tasks. This means that if something fails (and it happens) WriteUpp will continue running.
- We automatically **scale our servers**

**to meet peaks in demand** so that WriteUpp is fast and responsive when you need it most.

- Your **data is replicated in real-time** (not nightly or hourly) between two data centres hundreds of miles apart. So, if something catastrophic were to happen at one data centre the other will pick up the slack and ensure that you're able to continue running your practice.

- In each data centre your **data is replicated four more times** just in case there's a localised issue like a fire or air conditioning failure. We don't take any chances or cut any corners.

- We **encrypt your data in flight and at rest** and your navigation runs on 256 bit SSL encryption giving you peace of mind that your data is secure whenever and wherever you use WriteUpp.

- We're **ISO27001 certified** which is the globally recognised information governance and security standard. Our systems and processes comply with this standard and are independently audited annually to ensure continued compliance.

There's much more that I could tell you like the fact that we use systems to track errors

before you see them  
and artificial intelligence tools that predict  
issues in our infrastructure before they  
arise but I've been asked to keep it brief!

If you have any questions or would like  
chat about all things security, please book  
in to see our Product Specialist, Emma for  
a 1:1 Q&A session. You can access her  
diary [here](#)

If you would like to read more about Data  
Security in WriteUpp you can do so [here](#).

Thanks for reading,

**Rich**  
*CTO*

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