Business Resilience

Paylocity delivers cloud-based payroll, human capital management (HCM), and spend management software solutions designed to help organizations with their needs. We are committed to providing reliable services to our clients and protecting our employees, even in the face of unexpected disruptions.

Business Resilience

At Paylocity, resilience is a core priority. Our executive leadership has established a dedicated Business Resilience (BR) team responsible for managing our business continuity, disaster recovery, and crisis response programs.

To further enhance organizational resilience, the BR team partners with employees including leadership to develop, maintain, and implement strategic plans. These plans are carefully aligned with business objectives and regulatory requirements. Through regular exercises and continuous improvement, the team ensures these strategies remain effective, adaptive, and relevant in a dynamic environment.

The BR team is activated during disruptions that could have a broad range of impacts and regularly incorporates lessons learned from these real-world incidents into our planning to enhance future preparedness and the company's overall resiliency.

Paylocity's resilience framework is built on industry-recognized best practices, including guidance from:

- The Business Continuity Institute (BCI)
- Disaster Recovery Institute International (DRII)
- International Organization for Standardization (ISO)

Our planning approach is threat-agnostic, focusing on maintaining critical services and operations regardless of the nature of the disruption. This includes conducting business impact analyses, risk assessments, and developing continuity strategies for our most essential processes.

To support operational resilience, Paylocity maintains multiple service centers across diverse US regions. Each location is equipped to operate independently, ensuring uninterrupted service even if one site is affected.

Third Party Platform Resilience

Paylocity maintains a formal process for evaluating the resilience of third party platforms. These environments undergo structured reviews to assess their business continuity, disaster recovery, and security controls for alignment with Paylocity standards. When feasible, we perform validation activities, such as documentation reviews, control assessments, and targeted testing, to confirm the effectiveness of these controls and ensure continued support for service availability and recoverability.

Technology Resilience

Paylocity's technology resilience program is designed to protect client data and ensure continuous availability, security, and rapid recovery, even in the face of unexpected disruptions. Our layered approach integrates resilient infrastructure, backup controls, and proactive monitoring to support uninterrupted service.

How does Paylocity ensure the availability and resilience of its technology infrastructure?

Paylocity employs a multi-layered resilience strategy that combines geographically dispersed data centers with cloud-based services. These environments are connected through multiple independent Internet Service Providers (ISPs) to reduce single points of failure and enhance availability.

How is client data backed up?

Paylocity relies on a multi-tiered, redundant, immutable backup strategy to help ensure recovery of data. Backup procedures include daily snapshots of critical client data and near-real-time replication to support business continuity. Backups are stored on redundant systems across multiple geographic regions, ensuring recoverability even during regional disruptions, and are tested regularly to ensure recovery reliability.

For more information related to our products and services, please contact us at:

Main: 800.520.2687

Client Support: 888.873.8205

Request a Product Demo: 833.508.0746

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How are backups secured and retained?

Backups are encrypted using AES 256 encryption and are retained in accordance with applicable compliance and regulatory requirements. Automated monitoring continuously scans backup processes to detect and resolve anomalies in a timely manner.

How does Paylocity validate its recovery capabilities?

Paylocity conducts regular recovery validation activities, including restore verification and failover testing. These tests help ensure the reliability and effectiveness of recovery processes and confirm that systems can be restored within defined thresholds.

How is data securely disposed of when no longer required?

Data retention controls within Paylocity's backup platform enforce secure disposal practices aligned with regulatory and compliance standards, ensuring that data is retained only as long as necessary.

What measures are in place to ensure system reliability and performance?

Paylocity's infrastructure is designed for high availability and performance through redundant hardware, intelligent load balancing, clustering technologies, and container orchestration. These capabilities support scalability and agility for critical applications.

How does Paylocity detect and respond to incidents?

Advanced monitoring technologies are deployed across Paylocity's applications and infrastructure to enhance environmental awareness and issue detection. These tools provide real-time insights and are integrated with a 24/7 on-call notification system that rapidly engages appropriate response teams.

Does Paylocity maintain and test a disaster recovery plan?

Yes, Paylocity maintains a formal disaster recovery plan that is reviewed and tested at least annually. Test results are documented, tracked through completion, and used to continuously improve recovery capabilities, reinforcing Paylocity's commitment to operational resilience.

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