

**From:** First Advantage <firstadvantage@learn.fadv.com>  
**To:** Kester, Tonykester@aging.sc.gov  
**Date:** 11/18/2015 2:03:51 AM  
**Subject:** Reminder: Enterprise Advantage Maintenance Planned

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## **Maintenance Window Notice: Enterprise Advantage**

*Thursday, December 10 at 8:00pm ET – Monday, December 14 at 6:00am ET*

Dear Valued Customer,

Throughout the first half of 2015, First Advantage has been focused on completing stabilization work within our data and operational centers as part of our comprehensive data access plan.

As part of this plan, we will be performing maintenance on Enterprise Advantage, our background screening and drug testing application for medium-sized businesses during the following window:

### **Enterprise Advantage Maintenance Window**

*Thursday, December 10 at 8:00pm ET – Monday, December 14 at 6:00am ET*

**Please notify your system administrators and users that the Enterprise Advantage application will not be available to place new orders, check existing orders or review candidate results during this time.**

- **Existing Orders:** We do not anticipate impact to any orders placed before our maintenance window begins. However, there may a slight processing delay while system maintenance is performed.
- **First Advantage Testing:** We are thoroughly testing the application to ensure that functionality, access, and performance remain consistent to the levels you experience today after the maintenance is complete. We do not anticipate any negative impact to your services.

As soon as the maintenance is completed, the application will become available for immediate use and existing orders will continue to be processed.

We are taking these steps to ensure resiliency, availability and business continuity for our clients. Our goal is to be completely transparent as we make changes with your success in mind.

Sincerely,

First Advantage Data Center Team

First Advantage  
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Our goal is to provide you with relevant, high-value information that will help you achieve your business goals while respecting your time and privacy. If you do not wish to receive these communications from First Advantage, please update your subscription preferences to select what, if any, types of messages you receive from us.

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