



## Excellence in Cloud Services

*Intellinetics Cloud personnel, infrastructure and processes reflect industry best practices delivered by subject matter experts with one common goal— to maintain the integrity, security, availability, and performance of its operations.*

*Intellinetics has partnered with world class Cloud services provider Expedient to bring the Intellivue platform to its global client base. Expedient has the process and infrastructure certifications, engineering staff, and practice knowledge that is the foundation for Intellinetics' premium service delivery via the Cloud.*

### Service Foundations:

- Third party compliance auditing
- Best in class data center
- Active / passive / reactive event monitoring and response
- Virtualization
- On-demand infrastructure
- Evergreen on-site staffing (24x7x365)
- Continuous improvement
- Web services architecture

## Cloud Operations Certifications



### Sarbanes Oxley

Sarbanes-Oxley (SOX), also known as the 'Public Company Accounting Reform and Investor Protection Act' and 'Corporate and Auditing Accountability and Responsibility Act' requires:

- Data to be retained for a minimum of seven years
- Detailed Auditing of records



### PCI - DSS

Payment Card Industry - Data Security Standards (PCI-DSS), defined as a set of comprehensive requirements for enhancing payment account, data-security to help facilitate the broad adoption of consistent data security measures on a global basis, requires:

- Build and maintain a secure network
- Protect cardholder data
- Implement strong access control measures



### HIPAA

The Health Insurance Portability and Accountability Act (HIPAA), which provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information, requires:

- Data to be retained for a minimum of six years
- Controlled access to data
- Auditing



### SOC Reports (SSAE - 16)

Service Organization Control Reports provide confirmation to users of the services provided by a service organization. These reports include information to help users address the risks associated with an outsourced service. Service organizations also receive information from these reports, which help them build trust and confidence in their systems.

# Security



## Physical Security

Intellinetics Cloud operations delivered from SSAE-16 Audited Certified Expedient data center:

- Biometric, secure card access
- Key entry equipment racks
- Multi-zoned, 24-x7 monitoring access areas with CCTV surveillance on all external and internal doors
- Motion Detection
- Expert data center engineers always on-site



## Network Security

Network security builds upon the physical layer:

- Industry leading equipment
- Intrusion detection
- Connection filtering
- Firewall
- IPSec / VPN
- Denial of service prevention
- Third party security auditing



## Operating Systems Security

Intellinetics uses a secure operating system platform as the solution engine:

- Industry leading Operating System software
- Patch management
- Virus protection
- Strong password enforcement
- Segregated client access
- Security log monitoring / auditing



## Web Services

Intellinetics web services security is based on best practice security protocols for web services based software delivery:

- WS-Security specifications
- Secure socket layer
- Username token profiling
- Certificate profiling
- Data encryption
- Client content segregation
- Security log audit



## Database

Intellinetics has teams with an industry leading software provider to deliver the latest technologies available and provide secure relational databases:

- Partitioned Database access
- Security patch management
- Database authentication
- Strong password enforcement
- Security log auditing



## Application Software Layer

All Intellinetics software uses a powerful, granular security framework that enforces security along all user and administrative levels:

- Roles based security
- Integrated with operating system
- Comprehensive auditing
- Dynamic content filtering
- User and controlled and automated redaction engine

# Availability



## Infrastructure Redundancy

Intellinetics cloud platform runs on a redundant platform along all primary dimensions at a Tier 1 data center built in an Expedient facility:

- Network hardware redundancy
- Server hardware redundancy
- Power redundancy
- Internet access redundancy
- Dedicated power feeds to local substation



## Internet Connectivity

Cloud operations provide a fault tolerant Internet connectivity solution:

- Multiple points of ingress and egress
- Fault tolerant transmission protocols
- Load balanced access
- Connection filtering



## Back ups

The process developed by Intellinetics uses best practice backup principles to provide the following:

- Multi tiered routines for increased performance
- Daily full backup of system, applications, and content
- Four-week, staggered tape rotation schedule
- Two weeks of tape media stored offsite in a secure archival facility
- Optional off-site backup to second data center over 75 miles away
- Optional monthly copy of meta-data and content



## Disaster Recovery

In the event of a disaster, Intellinetics implements a planned disaster recovery policy aimed at minimizing downtime while maximizing communications during the restore process:

- Detailed disaster recovery plan
- Hardware and software failover and recovery policy
- Hot and warm site management
- Communications plan
- Quarterly disaster recovery policy audit
- Quarterly disaster recovery testing
- FE-25 DuPont fire suppression



## System Monitoring

Intellinetics implements a suite of system monitoring tools. These tools are used to proactively monitor and facilitate immediate response and resolution should issues arise:

- Proactive service availability monitoring
- Log monitoring and management
- 24x7 alert response team
- Monthly availability reporting



## Maintenance

Intellinetics software as a service solution implements a stringent maintenance routine aimed at providing the best possible service to our clients:

- Scheduled and emergency maintenance policy
- Maintenance communications plan
- Documented change control