ASSURX CLOUD QMS

Privacy, Security and Reliability in the Cloud

AssurX Cloud QMS delivers all the features and functionality of AssurX's comprehensive quality, risk and regulatory compliance management solutions with instant, secure access to your private quality, risk and compliance systems 24/7/365 from anywhere with an Internet connection.

AssurX

YOUR PLACE ON OUR PRIVATE CLOUD

AssurX's "Private Cloud" is built on a dedicated hardware environment, used exclusively by AssurX, solely for hosting our Cloud QMS customer base. Unlike other cloud offerings, no hardware or bandwidth resources are shared with any other company for any other purpose.

All AssurX Cloud QMS customers share a common AssurX software platform, ensuring security, reliability and stability of the core system. Each customer is provided their own dedicated databases accessed via the dedicated web server cloud. These private databases house each customer's data and software configurations (workflows, forms, settings, security, etc.).

AssurX software is architected to deliver an Cloud QMS solution with the cost savings of a multi-tenant front end, while providing the privacy and security advantages of private customer-dedicated databases on the back end. However, if required, a customer-dedicated hosted environment, including customer-dedicated hardware and bandwidth can be optionally provided.

SECURITY AND AVAILABILITY WITHOUT COMPROMISE

All Cloud QMS applications are delivered through managed firewalls using standard security protocol for e-commerce on the Internet to ensure the security and availability of your business data. Network Operations Center (NOC) engineers continuously monitor the firewalls and keep current on industry best practices, updating security policies as necessary to fend off attacks from hackers and other unauthorized users. Your data remains confidential, and available only to you.

DATA SECURITY

LIMITED ACCESS

Access to AssurX software is permitted only through a Web Browser. The database servers are physically separate from the Web servers and are accessed through a special account embedded in the application and unique to each customer and database. Direct access to the database servers by any other means is not possible. The Web servers are secured by a firewall that opens only the ports necessary for accessing AssurX software. Only processes that are necessary for the AssurX software system to operate run on the servers. All other access to the servers is blocked.

ENCRYPTED ACCESS

Access to the AssurX Cloud QMS system is provided through a secure socket layer (SSL) 128-bit encrypted connection. This is the same level of protection used for credit card transactions (PCI DSS Validated) on the Internet.

MONITORED NETWORK

AssurX servers are hosted at an SSAE 16 Certified NOC. Physical hardware, power, environmental variables, and internet connectivity are continuously managed and maintained at the center. Support staff is immediately alerted to all unauthorized attempts to access the system.

PHYSICAL + VIRTUAL SECURITY

The NOC employs security guards and maintains biometric/magnetic locks for all server storage rooms. Access to the facility is limited and monitored through closed-circuit TV. Only trained and authorized technicians are allowed access to the NOC . All building entrances are secured to authorized personnel only. Any software changes to the servers are managed by authorized AssurX employees.

ASSURX CLOUD QMS SOLUTIONS PROVIDE:

+ Lower Costs

+ Rapid Deployment

+ No System Administration

+ High Availability Network

+ Robust Performance

+ Universal System Access

+ Enterprise Grade Security

+ Executive Dashboards

+ Metrics & KPIs

+ Automatic Updates

APPLICATION AVAILABILITY

FULL-TIME MONITORING

Operating center technicians are on site full time (24x7x365) to monitor, maintain and manage the system hardware and software.

APPLICATION VALIDATION

All major upgrades and service packs for the application are validated prior to installation. Validations include installation and operational protocols that provide systematic, comprehensive testing to ensure system reliability and availability.

INFRASTRUCTURE AVAILABILITY

NETWORK

The operating center has a self-healing network that seamlessly reroutes connections during a disruption.

AssurX Cloud QMS resides on redundant, load-balanced web servers to ensure optimal performance, high availability and failover int the event of a disaster.

Fiber SAN and clustered database servers ensure rapid failover with no data loss and no performance degradation. The SAN is a RAID-10 array with hot spares to take over should any disk fail.

POWER

The hosting site provides redundant power and full UPS/generator back-up.

ENVIRONMENT

A redundant and strictly monitored heating, ventilation and air-conditioned center is maintained 24x7.

BACKUPS

ON SITE

Full backups of each database are performed on a daily basis. Incremental backups are performed on a bi-hourly basis.

OFF SITE

Each full data backup is also stored at a separate off-site location to guard against local events and ensure data security.

AVAILABILITY

Optionally, full back-ups are available for customer download from a secure FTP s erver on a daily basis.

DISASTER RECOVERY

In the unlikely event that the hosted servers experience a hardware or software failure which results in a system outage, AssurX will be informed and the technicians on site will begin immediate recovery operations. This may include replacing defective hardware, restoring file systems from back ups, and any other actions that may be needed to bring the system back online.

ABOUT ASSURX

With decades of expertise built into our quality management and regulatory compliance software platform, AssurX helps companies maintain quality and compliance, streamline workflow, control risk and better manage any enterprise. Our incredibly configurable software and deep understanding of users' needs produce a unique system that easily adapts as your business evolves. AssurX is an ideal partner for regulated companies looking for better operational control and efficiency while staying compliant.

To learn more about AssurX can help with your quality and regulatory compliance management needs, visit **www.assurx.com.**