

ASSURX ONDEMAND SOLUTIONS: PRIVACY, SECURITY AND RELIABILITY

AssurX OnDemand (software as a service) 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.

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 OnDemand customer base. Unlike other "cloud" offerings, no hardware or bandwidth resources are shared with any other company for any other purpose.

All AssurX OnDemand 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 OnDemand 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 OnDemand 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 only 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 OnDemand 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 strictly monitored through closed-circuit TV. Only trained and authorized technicians are allowed access to the NOC floor. All building entrances are secured to authorized personnel only. Any software changes to the servers are managed by authorized AssurX employees.

APPLICATION AVAILABILITY

FULL-TIME MONITORING

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

ASSURX ONDEMAND SOLUTIONS PROVIDE:

LOWER COSTS

RAPID DEPLOYMENT

NO SYSTEM
ADMINISTRATION

UNIVERSAL SYSTEM
ACCESS: ANYTIME,
ANYWHERE, ANY DEVICE

RELIABLE SECURITY

EXECUTIVE
DASHBOARDS

METRICS & KPIS

REAL-TIME,
FREE UPGRADES

FLEXIBLE
SOFTWARE DELIVERY



“WITH ASSURX’S
[ONDEMAND] HOSTED
SOLUTIONS, WE DON’T
HAVE TO WORRY ABOUT
SOFTWARE UPGRADES OR
ANY MAINTENANCE. THEIR
SERVICE AND SUPPORT
HAVE BEEN EXCEPTIONAL.”

Quality Coordinator
GE FANUC



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 REDUNDANCIES

- ⊙ **Network:** The operating center has a fully self-healing network that can instantly reroute connections taking advantage of multiple provider connections.
- ⊙ **Power:** The hosting site provides redundant power supplies and full UPS/Generator back-up.
- ⊙ **Environment:** A fully redundant heating, ventilating, and air-conditioning system is maintained at all times.

REDUNDANT, LOAD-BALANCED WEB SERVERS

Systems are deployed on redundant, true load balanced Web servers to ensure optimal performance and high availability.

CLUSTERED DATABASE SERVERS

Fiber SAN and clustered database servers ensure nearly instantaneous failover with no data loss and no noticeable performance loss should a database server fail. The SAN is a RAID-10 array with hot spares to take over should any disk fail. The benefit is higher redundancy, higher availability, higher fault tolerance and better performance.

BACKUPS

- ⊙ **Onsite:** Full backups of each database are performed on a daily basis. Incremental backups are performed on a bi-hourly basis.
- ⊙ **Offsite:** Each full data backup is also stored at a separate off-site location to guard against local events and ensure data security.
- ⊙ **Backup Availability:** Optionally, full back-ups are made available for customer download from a secure FTP server on a daily basis.

DISASTER RECOVERY

In the unlikely event that the servers hosted at the NOC 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

AssurX, Inc. provides companies with automated enterprise quality management and regulatory compliance solutions. With decades of expertise built into their solutions, AssurX helps companies exceed quality expectations, ensure compliance, manage risks and better govern their enterprise.

AssurX’s powerfully flexible software unites and coordinates information, activities and documentation in one reliable system, effectively managing any quality- or compliance-related operations. The easiest on the market to deploy, configure, use and adapt, AssurX is ideal for every business—of any size—even the most highly regulated.

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