

MANAGED ONLINE BACKUP COMPLIANCE

MAX RemoteManagement™

Introduction

Many of MAXfocus's new and existing customers who have started to use Managed Online Backup [MOB] have asked for a statement of compliance against existing standards and regulations with respect to data storage.

This document attempts to establish the position of MAXfocus against some of the known standards in the data storage industry today and also details information on data encryption. This may be considered to be a live document that will be updated as we learn more information about standards in different regional geographies. This document will follow a question and answer format detailing many of the questions we have been asked to date with respect to compliance.

MOB Compliance

What data centers do MAXfocus use?

- UK, London: <http://www.equinix.com/locations/emea/uk/london-data-centres> [located in Slough]
- USA, Atlanta: <http://www.equinix.com/locations/americas/us/atlanta-data-centers/>
- Australia, Sydney: <http://www.equinix.com/locations/australia/sydney-data-centers/>
- Germany, Dusseldorf: <http://www.equinix.com/locations/emea/germany/dusseldorf-data-centers>

What level of uptime do the Equinix data centers support?

99.9999%

This far exceeds that stipulated for Teir 4 data centers.

What level of data compliance do the data centers support that MAXfocus use?

DATA CENTRE	COMPLIANCE
ATLANTA	<ul style="list-style-type: none">➤ SSAE16 SOC1 (formerly SAS70)
LONDON	<ul style="list-style-type: none">➤ ISO 9001: 2008 - Quality Management➤ OHSAS 18001:2007 - Health & Safety Management➤ ISO/IEC 27001:2005 - Information Security Management [see detail below] <ul style="list-style-type: none">▪ Specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System within the context of the organization's overall business risks. It specifies requirements for the implementation of security controls customized to the needs of individual organizations or parts thereof.▪ Is designed to ensure the selection of adequate and proportionate security controls that protect information assets and give confidence to interested parties.▪ Is intended to be suitable for several different types of use, including the following:

	<ol style="list-style-type: none"> 1. use within organizations to formulate security requirements and objectives; 2. use within organizations as a way to ensure that security risks are cost effectively managed; 3. use within organizations to ensure compliance with laws and regulations; 4. use within an organization as a process framework for the implementation and management of controls to ensure that the specific security objectives of an organization are met; 5. definition of new information security management processes; 6. identification and clarification of existing information security management processes; 7. use by the management of organizations to determine the status of information security management activities; 8. use by the internal and external auditors of organizations to determine the degree of compliance with the policies, directives and standards adopted by an organization; 9. use by organizations to provide relevant information about information security policies, directives, standards and procedures to trading partners and other organizations with whom they interact for operational or commercial reasons; 10. implementation of business-enabling information security; 11. use by organizations to provide relevant information about information security to customers
DUSSELDORF	➤ ISO/IEC 27001 [See above London for more detail]
SYDNEY	➤ ISO/IEC 27001:2005 [See above London for more detail]

Do we comply with Health Insurance Portability and Accountability [HIPAA] requirements?

HIPAA REQUIREMENT	MAXfocus RESPONSE
Electronic personal health information (ePHI) must be protected against any reasonably anticipated threats or hazards.	At MAXfocus, data is housed in data centres from Equinix. These data centres are designed with power systems that have built-in redundancy, full Uninterruptible Power Supply (UPS) systems with N+1 levels or greater, and backup generator systems in the event of a local utility failure.
Access to ePHI must be protected against any reasonably anticipated uses or disclosures that are not permitted or required by the Privacy Rule.	Data is encrypted before transmission and is always maintained in an encrypted state at the data centre.
Maintenance of record of access authorizations	The Backup Manager records when data has been uploaded and restored.
If the data is processed through a third party, entities are required to enter into a chain of trust partner agreement	We have a EULA that customer need to agree to before proceeding.

Do we comply with Sarbanes-Oxley [SoX] requirements?

SOX REQUIREMENT	MAXfocus RESPONSE
Record material must be accessible.	All stored material is accessible and even in the event that the internet is down material may be recovered from the Local Speed Vault [LSV] if enabled.
Information cannot be tampered with or altered by any employee.	All data is encrypted before being sent to the data centre.
Certain data must be retained for a minimum of 7 years	As long as the MSP does not delete the client Storage Account the data will be held indefinitely.
Information is available only to clients authorised personnel?	In the first release MAXfocus will retain the encryption keys. In a future release we will allow the option for the client to manage their own encryption keys.

Do we comply with Payments Card Industry [PCI] requirements?

PCI REQUIREMENT	MAXfocus RESPONSE
Protect cardholder data	All stored material is accessible and even in the event that the internet is down material may be recovered from the Local Speed Vault [LSV] if enabled.
Encryption across all public networks	All data is encrypted before being sent to the data centre.

What encryption standard do you use?

AES 128 bit.

Why did you elect to go with AES 128 bit as opposed to AES 256 bit?

This is the standard protocol used for all secure web transactions today. It is exceptionally secure. Consider the example below.

Using one trillion computers each generating 1 billion key attempts per second it would still take 4 billion years to run through all available key combinations. By that time the sun would have turned in to a red giant and the earth would be incinerated anyway!

Who will hold the encryption key?

In the initial release MAXfocus will hold the encryption key.

In the future we will consider the option of allowing the Managed Service Provider/IT Service Company to hold the key. However in this case there will be no way for MAXfocus to retrieve this data if the key is lost, as it will only be known by the customer.

I understand there is a video tour of the London and Sydney data centers, where can I find this?

London: http://www.equinix.com/en_US/insight-center/videos/tour-ibx-by-market/london-ibx

Sydney: http://www.equinix.com/en_US/insight-center/videos/tour-ibx-by-market/sydney-ibx

USA, Canada, Central and South America

4309 Emperor Blvd, Suite 400, Durham, NC 27703. USA

Europe and United Kingdom

Vision Building, Greenmarket, Dundee, DD1 4QB, UK

Australia and New Zealand

2/148 Greenhill Road, Parkside, SA 5063

www.maxfocus.com/contact

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