



iGrafX Enterprise Cloud Services Data Sheet

The iGrafX Enterprise Cloud Services are geared to help fulfil the needs of most enterprises that arise in connection to using iGrafX Software and technologies. For almost 30 years iGrafX leads with experience, trust and best in class integration into your IT as a cornerstone for any enterprise solution.

With iGrafX Enterprise Cloud Services iGrafX Software and Infrastructure is always up to date and monitored and managed by iGrafX, to provide Cloud Services for medium to very large deployments through a mix of dedicated infrastructure and shared infrastructure across multiple customer deployments. Data can be confined to geographical regions or distributed globally and the iGrafX Enterprise Cloud Services provide each customer with separate application deployments and databases.

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Authentication (AUT)

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| AUT-E01 | Single Sign On (SSO) | <p>SAML2</p> <p>A secure and common way to integrate the iGrafx Enterprise Cloud Services with customer's identity management system is available via SAML2 integration.</p> |
| AUT-E02 | Authentication | <p>SSO via SAML2 is recommended.</p> <p>Alternatively, form-based login to a customer's Active Directory (AD) or Azure Active Directory (AAD) via LDAPS is also available.</p> |
| AUT-E03 | Identity Provider | <p>iGrafx supports Identity providers like Azure Active Directory (AAD), Active Directory Federated Services (ADFS) and Okta.</p> |
| AUT-E04 | Active Directory Integration | <p>Recommended via SCIM (see AUT-E10) which is a cloud focused alternative to LDAPS which is more commonly known from its typical on-premises use.</p> <p>LDAPS allows customers to upload their Active Directory users and groups to be used in the application to authenticate Authorized Users of the iGrafx Enterprise Cloud Services. Customers also can add groups in the application which contain Active Directory users and groups which helps enable a very effective user management. Typically, a VPN tunnel is required to establish an LDAPS integration, the effort and cost depends on the individual circumstances and has to be discussed with the iGrafx Cloud Operations Team.</p> |
| AUT-E05 | Local User Management | <p>Local Authorized and deactivated Users and groups can be created and maintained. Local groups may contain other local groups as well as groups imported from directories.</p> |
| AUT-E06 | Username | <p>Local Authorized User accounts have unique usernames and passwords that must be entered each time an Authorized User logs on. iGrafx issues a session cookie only to record encrypted authentication information for the duration of a specific session. The session cookie does not include the password of the user.</p> |
| AUT-E07 | Passwords | <p>Local Authorized and deactivated User passwords have minimum complexity requirements. Passwords are individually salted and hashed. For optimum security iGrafx recommends SAML user authentication, in which case local passwords are not applicable.</p> |
| AUT-E08 | SAML-based User Management | <p>Authorized User Creation After Successful SAML Authentication allows new Authorized Users to be created automatically during the first successful SAML2 authentication attempt. New Authorized Users will be added to a default group which can be configured to meet initial license and permission requirements.</p> <p>Unsuccessful authentication attempts will not lead to the creation of new Authorized Users and are tracked through the Identity Provider.</p> |



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| AUT-E09 | API-based User and Group Management | REST API supports synchronization of Authorized Users and groups, provided the customer's user directory system can be configured to address iGrafx REST APIs. |
| AUT-E10 | System for Cross Domain Identity Management (SCIM) | SCIM allows synchronizing Authorized User and group management data between Identity Providers and the iGrafx Enterprise Cloud Services. SCIM is a standard that allows for the secure automation of user provisioning and is specifically designed for the use in SaaS applications. |



iGrafx Web Application Layer (WA)

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|---------------|---|--|
| WA-E01 | Version – iGrafx Software | iGrafx provides the latest released Cloud version of the iGrafx Software and patch level for the iGrafx Enterprise Cloud Services. The automated deployment of the latest version of the iGrafx Software follows industry best practices for a Canary deployment roll-out. |
| WA-E02 | Update frequency – iGrafx Software | iGrafx may deploy updates several times a month to the iGrafx Enterprise Cloud Services. Such updates may contain new functionalities, changes, and bug fixes. At any time, iGrafx may, in its discretion, provide a hotfix if a security issue were to arise. |
| WA-E03 | Updates | Included in the iGrafx Enterprise Cloud Services subscription |
| WA-E04 | Hosting Cost | Included in the iGrafx Enterprise Cloud Services subscription. |
| WA-E05 | Browser Access | Access through any current, supported web browser. For a detailed list of supported browser please see our Cloud System Requirements . |
| WA-E06 | Desktop Client Access | Available iGrafx Desktop Client applications can be installed locally on the Authorized User's computer and connected to the iGrafx Enterprise Cloud Services using the same URL the Authorized User is using to connect to the browser application. It is the customer's responsibility to keep the desktop client version updated. While use of the iGrafx Cloud Services offerings are subject to the iGrafx Cloud Services Agreement , use of desktop clients is subject to iGrafx Software End User License Agreement EULA . |
| WA-E07 | Additional Repositories | Optional |
| WA-E08 | Coding Practices | iGrafx's engineers use best practices and industry-standard secure coding guidelines which align with OWASP Top 10 , SANS/CWE Top 25 . |



Application Server Infrastructure (AS)

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|---------------|---------------------------------|---|
| AS-E01 | Application Deployment | Web application deployments are logically separated and isolated from all other customer environments. The application access allows the individual administration of all Application Security Layers (System Administration, Repository Configuration, Item Layer Permissions) without any interferences between environments of different customers. The deployment is serviced through a shared server node and network infrastructure. |
| AS-E02 | Version – Infrastructure | iGrafX tests the infrastructure for compatibility with the released and deployed cloud software version and patch level for the Cloud Services. iGrafX makes reasonable efforts to keep the underlying infrastructure on the latest security patch level. |
| AS-E03 | Updates | Included |
| AS-E04 | Load balancing | Included |
| AS-E05 | Load testing | <p>iGrafX conducts load testing and optimizations as part of the continuous software development cycle isolated and without any impact on the customer’s production environment.</p> <p>Load testing performed by the customer or the customer’s 3rd party contractor requires prior authorization from iGrafX and may be limited to certain times. If approved all such load testing will be at customer’s sole expense and may be conducted solely upon iGrafX written approval.</p> |
| AS-E06 | Individual URL | Included (https://YOURCOMPANY.igrafxccloud.com) in the iGrafX Enterprise Cloud Services subscription |
| AS-E07 | Custom Domain | Optional (https://xyz.YOURDOMAIN.com) |
| AS-E08 | SSL certificate | Included in the iGrafX Enterprise Cloud Services subscription |
| AS-E09 | Custom SSL certificate | Optional |
| AS-E10 | SMTP (outgoing mail) | Included in the iGrafX Enterprise Cloud Services subscription |
| AS-E11 | Custom SMTP configurable | Included in the iGrafX Enterprise Cloud Services subscription |
| AS-E12 | IP Addresses | Dynamic |



Database Server (DB)

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| DB-E01 | Database | Dedicated - separate database per customer on a cluster. |
| DB-E02 | Version | Latest version and patch level available at Microsoft Azure. |
| DB-E03 | Updates | Included in the iGrafX Enterprise Cloud Services subscription |
| DB-E04 | Load balancing | Included in the iGrafX Enterprise Cloud Services subscription |
| DB-E05 | Storage | Included capacity is based on 1 GB / user excluding view users license counts. |
| DB-E06 | Additional Databases | Optional, only applicable if more than one repository is required and independent data restoration from backups is required. |
| DB-E07 | Backup | Included in the iGrafX Enterprise Cloud Services subscription. Customer data is backed up separately from other customers' data and can be independently restored to any point in time within the last 31 days. In the event a customer needs retention periods longer than 31 days, an optional backup solution can be implemented. |



Cloud Datacenters (CDC)

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| CDC-E01 | Provider | Microsoft Azure® iGrafX is a trusted Microsoft® Gold Partner and has been since the company was established. |
| CDC-E02 | Locations | <p>iGrafX Enterprise Cloud Services are separated into geographical regions which is typically important to ensure data at rest and application services are confined to datacenters located within the same region, see DS-E05 Data Residency. Based on a variety of factors, iGrafX assigns datacenters within a region that it believes may provide the best possible performance and stability to customer.</p> <p>The available regions for the iGrafX Enterprise Cloud Services: Asia, Canada, Europe, UK, USA</p> |
| CDC-E03 | Physical Security | All iGrafX information systems and infrastructure are hosted in data centers by Microsoft Azure. The data centers follow industry best practices and standards on physical security controls e.g. 24x7 monitoring, cameras, visitor logs, entry requirements. |
| CDC-E04 | Data Ownership | The customer owns its content that is stored in the iGrafX Cloud Services repository. Customers can add and remove information in the iGrafX repository through the available features without any limitations the same way this can be done in an iGrafX Platform installed in the customer's remote or on-premises datacenter. Customers are solely responsible for the repository content and must comply with all applicable international and local laws including without limitation export laws and privacy laws. |



Data Security (DS)

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| DS-E01 | User Data | Repository data is segregated into individual account-based databases or separate table spaces within a shared pool of physical databases. |
| DS-E02 | Data encryption in transit | SSL encryption (https) is mandatory and included. |
| DS-E03 | TLS Version | TLS 1.2 SHA 256 with RSA Encryption All communications with the iGrafX browser application are sent over TLS connections, which protects communications by using both server authentication and data encryption. This ensures that Authorized User data in transit is safe, secure, and available only to intended recipients. iGrafX application endpoints are TLS only and score an "A" or "A+" rating on SSL Labs' tests. iGrafX also employs Forward Secrecy and only supports strong ciphers for added privacy and security. |
| DS-E04 | Data encryption at rest | SQL TDE (Transparent Data Encryption) AES 256 |
| DS-E05 | Data residency | All repository data is stored on servers located in the selected iGrafX Enterprise Cloud Services datacenter geo-location. |
| DS-E06 | Geo replication of data backup | Included for one geographical replicated database. Based on a variety of factors, iGrafX assigns the geo replication to a datacenter, within the same geographical region of the primary datacenter, that it believes may provide the best possible performance and stability to customer. Additional geographical replications of the same or additional databases are an available option. |
| DS-E06a | Geo Replication during Migration | Geo Replication is disabled while customers migrate between products i.e. from an on-premises deployment to an iGrafX Enterprise Cloud Services deployment or between geographical locations. Geo Replication is activated again once the migration was completed and confirmed by the customer. See also IM-E09 |
| DS-E07 | Restrict Network access to IP ranges | Optional |
| DS-E08 | Cloud Security Assessment | CAIQ v3.1 available on request |



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| DS-E09 | Penetration Testing | <p>External and independent organizations perform penetration tests at least annually.</p> <p>Individual penetration tests and analysis can be acquired through iGrafx if customer requires test results specific to its iGrafx Enterprise Cloud Services subscription URL.</p> <p>iGrafx performs automated penetration and vulnerability tests on any iGrafx software release and throughout the development phase.</p> <p>Penetration testing performed by the customer or affiliates require prior authorization of iGrafx and may be limited to certain times. At customers own expense and solely upon iGrafx written approval.</p> |
| DS-E10 | Privacy | <p>At iGrafx, we recognize and value our customers' privacy. As such, iGrafx is committed to ensuring that its customers are informed as to how their personal information will be used and kept secure.</p> <p>For our full privacy policy please see http://www.igrafx.com/company/legal/privacy</p> |



Organizational & Administrative Security (OA)

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| OA-E01 | Information Security Policies | iGrafx maintains internal information security policies, including incident response plans, and regularly reviews and updates them. |
| OA-E02 | Employee Screening | Subject to applicable local laws, iGrafx uses an independent, third party services provided to perform employee background checks as appropriate. |
| OA-E03 | Training | iGrafx provides security and technology use training for iGrafx employees who require access to customer systems. |
| OA-E04 | Service Provider | Service providers contract with iGrafx contain appropriate confidentiality and security obligations if they deal with any customer data. |
| OA-E05 | Access | Access controls to sensitive data in iGrafx databases, systems, and environments are set on a need-to-know / least privilege necessary basis. |
| OA-E06 | Access Control | Secure VPN, MFA (multi-factor authentication), and role-based access is enforced for systems management by authorized iGrafx engineering staff and administrators. |
| OA-E07 | Audit Logging | iGrafx maintains and monitors audit logs for its services and systems. Central logging systems capture and archive all internal systems access including any failed authentication attempts. |
| OA-E08 | Firewalls | Firewalls restrict access to all ports except for port 443 (https) unless additional ports are required and approved for system integration purposes i.e. 1433 (SQL) to upload process measurement data. |
| OA-E09 | Testing | System functionality and design changes are verified in an isolated test “sandbox” environment and subject to functional and security testing prior to deployment to active production systems. |



Integration and Migration (IM)

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| IM-E01 | REST API | Available, option disabled by default. |
| IM-E02 | Data Portability | Available. iGrafX enables customers to export its data from the iGrafX Enterprise Cloud Services in a variety of iGrafX-supported formats so that a customer can individually back it up or use it with other applications. |
| IM-E03 | Migration from Local Datacenter | Available, see IM-E09 |
| IM-E04 | Migration from Core Edition | Available |
| IM-E05 | Migration from Dedicated Cloud | Available |
| IM-E06 | Migration to Local Datacenter | Available |
| IM-E07 | Migration to Core Edition | Not available |
| IM-E08 | Migration to Dedicated Cloud | Available |

IM-E09

Data Migration

The exact migration for existing customers that have licensed the on-premises versions of iGrafx Software to the iGrafx Enterprise Cloud Services varies depending on the version of the iGrafx Software and the version of the SQL Server Version used by the customer. The key migration phases are:

- On the start of the iGrafx Enterprise Cloud Services Subscription Term, the customer creates a SQL Database backup which will be uploaded by the customer to a server location in the defined geo region of the customer i.e. USA, Europe. See CDC-E02 and DS-E05
- The iGrafx Cloud Operations team does a test migration of the Customer's databases the customer's Subscription of the iGrafx Enterprise Cloud Services. All other configurations i.e. user authentication, guided by and defined in an iGrafx-provided commissioning checklist will be done.
- The customer validates the migrated repository data and configurations.
- iGrafx Cloud Operations and customer agree on a final migration timeframe. For the final migration, the customer checks in all documents, shuts down the on-premises application and produces a final backup.
- All actions identified during the test migration are performed and the application with the migrated customer data becomes the live system.
- The customer confirms the final migration to be complete or notifies iGrafx if adjustments need to be made.
- After the final confirmation iGrafx Cloud Operations Team ends the system migration process and enables the data replication. See DS-E06 and DS-E06a



Service Level Agreement (SLA)

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| SLA-E01 | Uptime SLA | > 99.95% |
| SLA-E02 | Monitoring | <p>24x7 monitoring, 2 operations centers ensure system issue mitigation during business hours and are on call if required 24x7.</p> <p>Continuous uptime monitoring, with immediate escalation to iGrafX staff for any downtime.</p> <p>Automatic customer administrator notification available.</p> |
| SLA-E03 | Uptime Definitions | <p>“App” is the iGrafX Cloud Services deployment.</p> <p>“Deployment Minutes” is the total number of minutes that the App has been set to running in a yearly cycle. Deployment Minutes is measured from when the initial App commissioning was completed until the customer initiated an action that would result in running the App to the time customer initiated an action that would result in stopping or decommissioning the App. It excludes times for scheduled downtime or maintenance if announced by iGrafX for more than 8 hours, or any Force Majeure event.</p> <p>“Maximum Available Minutes” is the sum of all Deployment Minutes across all Apps deployed for a Customer during a yearly cycle.</p> <p>Downtime: The total accumulated Deployment Minutes, across all Apps deployed for a Customer in a given iGrafX Enterprise Cloud Services, during which the App is unavailable. A minute is considered unavailable for a given App when there is no connectivity between the App and Microsoft’s Internet gateway.</p> <p>Monthly Uptime Percentage: The Monthly Uptime Percentage is calculated using the following formula: Uptime % = (Maximum Available Minutes-Downtime Minutes)/(Maximum Available Minutes) x 100</p> |
| SLA-E04 | Support SLA | iGrafX offers different levels of support, please see iGrafX Support Offerings for more information about our standard support and our Superior Technical Support Offering Details |
| SLA-E05 | Geo located disaster recovery deployment (DR) | <p>Warm site included, see geo replicated database information in the Data Security table above.</p> <p>During normal operations, the application and data is hosted in the primary datacenter and the geo replicated database hosted in the secondary datacenter within the same geographical region. The secondary datacenter may change within the same region at times to ensure availability in case of a disaster. After the actual event of a confirmed disaster at the primary datacenter the application services operations will be relocated to the secondary datacenter which then became the primary datacenter and a new secondary datacenter will be elected.</p> |

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| SLA-E05a | Disaster Recovery Objectives (DR SLA) | RPO: < 5 min RTO: < 24 h |
| SLA-E06 | Staging Environment | Not available Isolated non-production staging environments are not applicable to this offering, updates and maintenance are automatically applied and centrally managed. Separate staging repositories within the same iGrafx Enterprise Cloud Services subscription <u>are available</u> through an optional repository. |
| SLA-E07 | Additional Fees | An additional fee may be charged for customer-initiated changes to any system environment, infrastructure, or software configuration. Any change causing an additional fee must be approved by an authorized customer contact. |
| SLA-E08 | Root Cause Analysis | In the event of an unexpected downtime of any production deployment the primary objective is to restore services. Subsequent iGrafx will investigate to analyze the root cause of the incident and implement mitigating actions to prevent similar events to occur in the future. A root cause analysis report for an outage lasting longer than 10 minutes is available upon request. |
| SLA-E09 | Max. File Size | 100 MB |

Certifications (CA)

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| CA-E01 | Certifications of the Cloud Datacenter Provider | <p>Audit reports for Microsoft's cloud services, which provide information about compliance with data protection standards and regulatory requirements, such as International Organization for Standardization (ISO), Service Organization Controls (SOC), National Institute of Standards and Technology (NIST), Federal Risk and Authorization Management Program (FedRAMP), and the General Data Protection Regulation (GDPR) are available for download at: http://servicetrust.microsoft.com</p> <p>For more information about the security of our datacenter vendor, please see Microsoft Azure relevant certification and compliance listing: https://www.microsoft.com/en-us/TrustCenter/Compliance/complianceofferings</p> |
| CA-E02 | Certifications of the SaaS Application Provider | <p>ISO 27001 The international acceptance and applicability of ISO/IEC 27001 is the key reason why certification to this standard is at the forefront of iGrafx's approach to implementing and managing information security. Currently, the iGrafx Cloud Services are audited to achieve the certification for ISO/IEC 27001 compliance by a third-party accredited certification body, providing independent validation that security controls are in place and operating effectively. Through the ongoing Covid-19 pandemic and in an abundance of caution for the safety of our staff and the auditors who would need to travel to all applicable iGrafx offices worldwide the certification was set on a temporary hold. iGrafx is committed to continue and achieve the certification as soon as possible.</p> <p>SOC II Type 2 The Service Organization Controls (SOC) audit report conducted by a third-party accredited certification body is available on request.</p> <p>GDPR iGrafx is compliant to the General Data Protection Regulation (GDPR). The Data Processor Agreement is available on request.</p> |
| CA-E03 | NDA Compliance | <p>To access the Cloud Datacenter Provider's (Microsoft Azure) as well as the SaaS Application Provider (iGrafx) certifications and audit reports the acceptance of applicable iGrafx non-disclosure agreements by customer and its representatives is required.</p> |



Start of Subscription (CS)

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| CS-E01 | Subscription Period | Yearly ¹ |
| CS-E02 | Start Date | <p>Unless otherwise specified on the relevant iGrafx sales quote, the start date of the Subscription Term will be the date that iGrafx begins commissioning of the iGrafx Enterprise Cloud Services environment infrastructure for the customer.</p> <p>Unless stated otherwise on the relevant iGrafx sales quote, iGrafx will begin commissioning within 5 business days after iGrafx's receipt of a valid and correct purchase order or purchase authorization from the customer for the iGrafx Enterprise Cloud Services Subscription.</p> <p>For iGrafx Enterprise Cloud Services, the length of the commissioning period is approximately 2 business days but may be longer. The length of the commissioning period depends on whether iGrafx has received an accurate and complete Authorization form (see below) from the customer and how promptly the customer responds to iGrafx's requests for confirmation of configurations.</p> |
| CS-E03 | Authorization | <p>iGrafx will provide the customer with an authorization form in which the customer will specify who is authorized to approve certain level of changes to the system. If the authorization form is not fully completed and returned until the commissioning begins iGrafx assumes the contacts involved in the purchasing process are authorized to make the required decisions during the iGrafx Enterprise Cloud Services commissioning.</p> <p>As future changes to the environment may require approval from authorized customer personnel, we recommend sending the Authorization form back as soon as possible and keep it updated. This helps to avoid delays.</p> |

¹ Yearly subscription prices calculated subject to a 36-month commitment.



End of Subscription (CE)

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| CE-E01 | Data access | <p>Within 7 days after the expiration of the iGrafX Cloud Services subscription, customer may request in writing a backup of its data. iGrafX will then make available for download by customer an encrypted file containing an MS SQL database backup of the customer's data as it appeared on the expiration date of the customer's subscription within 7 days of iGrafX's receipt of customer's written request. The download will be available to the customer for 30 days after it becomes available.</p> <p>The decryption password for the backup will be provided to the customer in a different format of communication than the access to the download location.</p> <p>The customer can install a local version of the release current at the time of subscription expiration of the iGrafX Datacenter Platform. iGrafX will provide an activation key including one user to access all the information in the repository. This special key will expire one year after the backup was provided and has a watermark indicating this is a non-production license.</p> |
| CE-E02 | Safe removal of data | <p>If no backup was requested within 7 days after expiration of the subscription the safe and FINAL removal of all databases and backups associated with the subscription will be initiated.</p> |



Security Breaches (SB)

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|---------------|----------------------------------|---|
| SB-E01 | Handling | <p>iGrafx has taken reasonable measures to protect and secure customer data uploaded by users to the iGrafx Cloud Services. Nevertheless, iGrafx does not guarantee the security of such data and will not be liable in any way for any unauthorized access or loss of such data not directly caused by iGrafx’s failure to undertake reasonable measures to protect and secure customer data. If iGrafx learns of a security breach, iGrafx will notify affected customers so that they can take appropriate protective steps. iGrafx’s breach notification procedures are consistent with its obligations under various state and federal laws and regulation, and industry best practices we adhere to. Notification procedures include providing email notices or posting a notice on our website if a breach occurs.</p> |
| SB-E02 | Customer Responsibilities | <p>It is each customer’s responsibility to keep its data secure and to maintain the security of its iGrafx Cloud Services account. Customers must use sufficiently complicated passwords and store such passwords in a secure manner. Customers must ensure that it has sufficient security for its own facilities and systems to prevent data loss and unauthorized access. iGrafx offers TLS to help secure the transmission of emails, but it is the customer’s responsibility to ensure that its systems are configured to use that feature appropriately.</p> <p>iGrafx recommends using a secure federated user sign-in and authentication technologies like LDAPS or SAML2.</p> |

Architecture Diagram

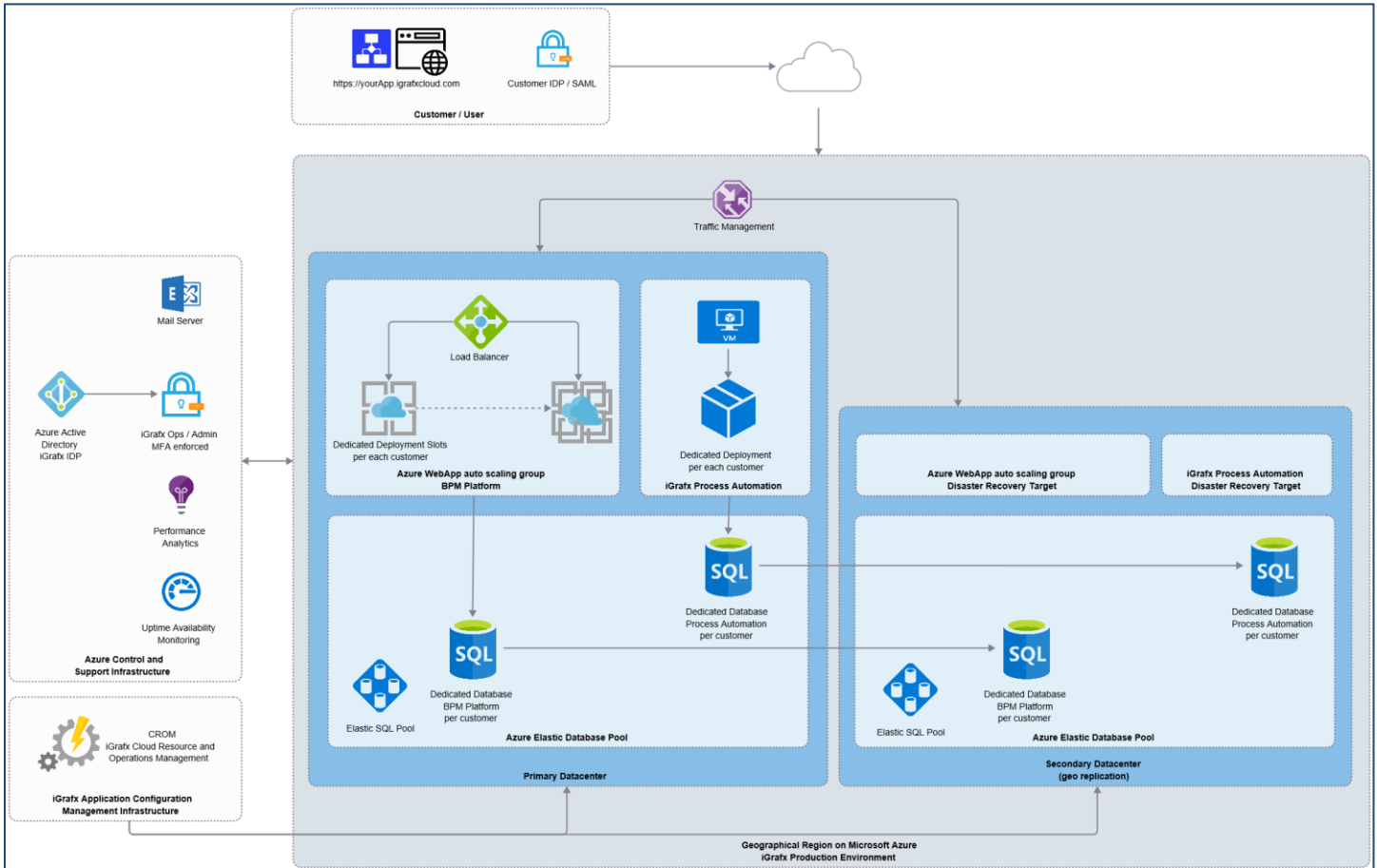


Figure 1: Schematic overview of iGrafX Enterprise Cloud Services main components