Report
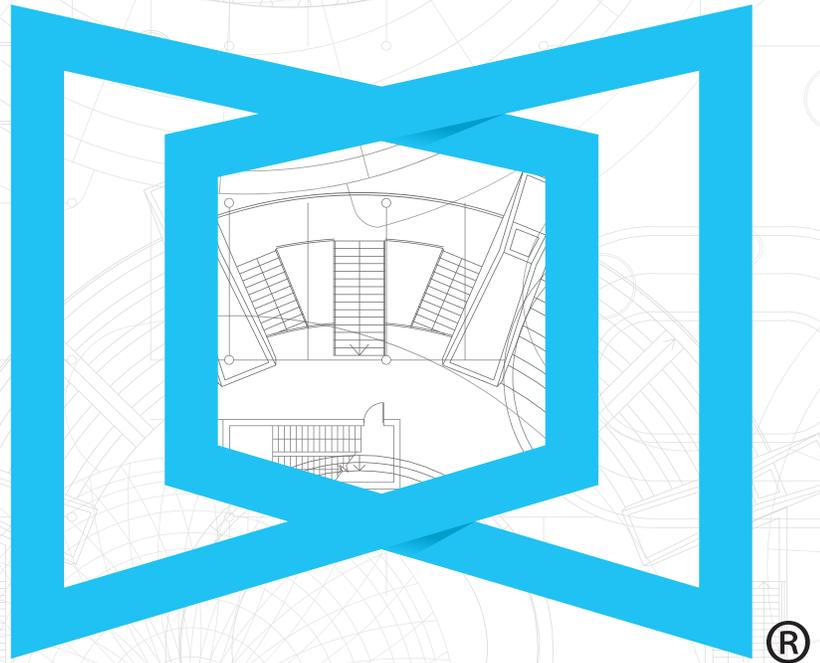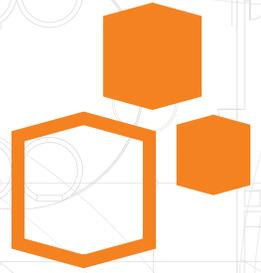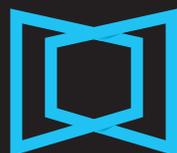
# Technology and Infrastructure

## Today's Environment

Like any technology deployment today, ensuring your facilities management (FM) system is secure, can scale, is regularly backed up, is redundant, runs at peak performance, and can recover from any unforeseen disaster is paramount. As is regularly reported, data security is critical for any corporation, as any type of breach can lead to untold problems. In addition, business needs change rapidly and your system needs to be instantly responsive. It's imperative all underlying technology and infrastructure components across your FM system are enterprise grade.

## Built for the World's Most Demanding Brand – Yours

ServiceChannel's facilities management platform has been designed to support some of the leading multi-location companies in the world like Nike, CVS Health, AutoNation, Luxottica, Dollar Financial Group, Barnes & Noble, Ruby Tuesday and The Cheesecake Factory to name a few. But importantly, both global and local brands all benefit from the same attention to performance, scalability and security. We've worked closely with many of our clients' technology teams and third party auditors, and our software application has undergone extensive reviews and testing.
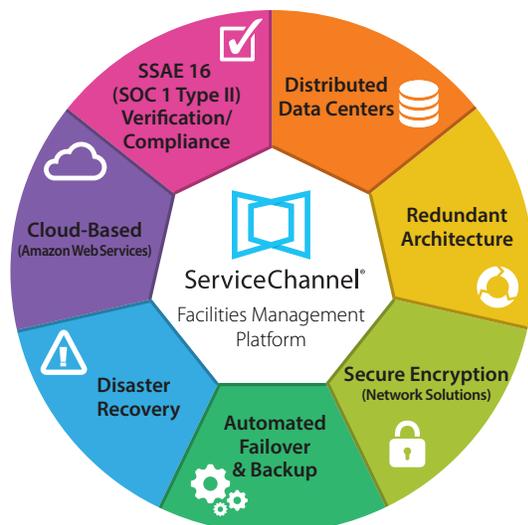
This process enables us to deliver a proven and enterprise ready system for you – regardless of your size. All our clients benefit from our powerful, flexible and secure technology infrastructure, whether with 50 locations or 5,000.

Data security is critical for any corporation, as any type of breach can lead to untold problems.

*"It's critical for our facilities management system, like all our systems, to incorporate and support the latest infrastructure technologies to guarantee scalability, uptime and security. Our team dug in deeply and saw that ServiceChannel delivered on all fronts."*

– CTO, National Retail Chain

### Key Platform Technologies



SSAE 16 (SOC 1 Type II) Verification/Compliance

Distributed Data Centers

Cloud-Based (Amazon Web Services)

ServiceChannel®
Facilities Management Platform

Redundant Architecture

Disaster Recovery

Secure Encryption (Network Solutions)

Automated Failover & Backup

# Advantages of Cloud-based Systems

Previously, enterprise systems were typically installed locally, on a company's server(s) and required substantial support and resources to not only maintain but scale as a business grew. Now, the power of cloud-based computing delivers all the advantages of scale, performance and redundancy at a fraction of the cost.

ServiceChannel applications and data are hosted by Amazon Web Services (AWS) – a highly reliable, scalable platform in the cloud that powers hundreds of thousands of businesses in almost 200 countries.

**powered by amazon web services™**

Cloud-based services free you from continual capex requirements; you're no longer forced to buy and maintain computing infrastructure or limited by hardware constraints.

Cloud-based services free you from continual capex requirements; you're no longer forced to buy and maintain computing infrastructure or limited by hardware constraints. Flexibility is guaranteed as capacity is always instantly available to meet your business needs. Arduous software update processes are a thing of the past as your system is always up-to-date. Importantly, cloud services are less costly to operate and much faster to deploy. Core ServiceChannel 'cloud' principles include:

## Redundancy

All ServiceChannel client data is redundantly stored and distributed in data centers across multiple physical locations. Data center electrical power systems are fully redundant and maintainable without impact to operations, 24 hours a day, seven days a week. Uninterruptible power supplies and generators provide backup power whenever needed. Power is even fed via different electrical grids from independent utilities to reduce single points of failure.

## Automated Backup

All ServiceChannel client data is automatically backed up on a scheduled basis and stored in multiple locations.  Even our telecommunications systems (phone and fax) are hosted in multiple cloud data centers with automatic failover solutions.

> All ServiceChannel systems are protected by industry leading firewalls and intrusion protection and detection systems.

## Disaster Recovery

Core ServiceChannel applications are deployed in an N+1 configuration, so that in the event of a data center or individual equipment failure, there is sufficient capacity to enable traffic to be load-balanced and rerouted to the remaining sites. ServiceChannel deploys its applications and data across multiple AWS Availability Zones concurrently. Each AWS Availability Zone is designed as an independent failure zone. This means that Availability Zones are physically separated and are located in lower risk flood plains.

# Application Security and Encryption

ServiceChannel currently uses SSL certificates from Network Solutions, offering 256-bit encryption ("strong SSL security") using AES_256_CBC, with SHA256 for message authentication and RSA as the key exchange mechanism.  These are the best secure server software (SSL) available today for secure service transactions.  This encrypts client facilities maintenance information transmitted through the ServiceChannel application website, including company and contact information, service requests and work history, reports, proposals and invoices.

The Network Solutions SSL certificate scrambles information transmitted to and from the ServiceChannel application website, which is then decoded once it reaches the user's browser. All ServiceChannel systems are protected by industry leading firewalls and intrusion protection and detection systems.

# SSAE 16 Compliance (Third Party Audited)

ServiceChannel's platform has been certified as SSAE 16 (SOC 1 Type II) compliant. (SSAE, or Statement on Standards for Attestation Engagements, 16 is the new standard for reporting on controls at service organizations, essentially replacing Statement on Auditing Standards no. 70, simply known as SAS 70.) This **highest level of such certification** covers not only a system description but detailed examination of controls including their sustainability and effectiveness.

This compliance demonstrates that your data is both held in a secure computing environment and can be accessed by authorized users only.

**Key areas covered by SSAE 16 Include:**



Data Communications

Invoice Creation

Application Change Controls

SSAE 16 CERTIFIED TYPE II

ACH File Processing

Information Security

Customer Contracts & Implementations

Computer Operations

Compliance demonstrates that your data is both held in a secure computing environment and can be accessed by authorized users only.

SSAE 16 can be incorporated into a Sarbanes-Oxley compliance program and can help you comply with other regulations including IPAA, GLBA and ISO 27001.

## Questions to Ask About Your Facilities Management System

☐ Is it cloud-based with flexible, instantly expandable capacity?
☐ Does it support automated backup and failover?
☐ Is it built on a redundant architecture and deployed across distributed data centers?
☐ Has it been verified SSAE 16 compliant by a third party auditor?
☐ Does it use strong SSL security?
☐ Does it free you from having to maintain and support your own hardware?

## About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure. The world's leading global brands use ServiceChannel and Big Sky solutions daily to help optimize millions of transactions and billions of dollars of spend annually.