

# **E**Business Suite

The engine to fuel your potential

*“EBSuite, gives us a complete single tool for CRM. From marketing campaigns to project management.”*

– Phulaxis.com



Contact Management • Sales Automation • CRM • Customer Support • Help Desk • Project Management • ERP Integration • Invoice • Billing

## **Physical Security**

EBSuite production equipment is collocated in Fremont, CA at a secure facility with 24/7/365 physical security, palm print and picture identification, redundant electrical generators, redundant data center air conditioners, and backup equipment designed to keep servers continually up and running.

## **Perimeter Defense**

Multiple firewalls and intrusion detection systems protect the network perimeter. In addition, EBSuite monitors and analyzes firewall logs to pro-actively counter security threats.

## **Data Encryption**

EBSuite utilizes the strongest encryption products available to protect customer data and communications, including hardware based 128-bit Verisign SSL Certification and 1024 Bit RSA public keys.

## **User Authentication**

Each user has to require a valid username and password combination to access EBSuite, all encrypted via SSL while in transmission. Weak password choices are automatically declined for use. An encrypted session ID cookie uniquely identifies each user. Each session key is automatically scrambled and re-established in the background at regular intervals for added security.

## **Internal Systems Security**

Proprietary systems safeguards include network address translation, port redirection, IP masquerading, non-routeable IP addressing schemes.

## **Application Security**

EBSuite robust application security model prevents one EBSuite customer from accessing another's data. This security model is reapplied with every request and enforced for the entire duration of a user session.

## **Reliability and Backup**

All networking components, SSL accelerators, load balancers, Web servers, and application servers are arrayed in a redundant configuration. All customer data is stored on a primary database server that is clustered with a backup database server. All customer data is stored on disk storage that is mirrored across different storage cabinets and controllers. All customer data, up to the last committed transaction, is automatically backed up to a primary tape library on a nightly basis. Backup tapes are immediately cloned to a second tape library to verify their integrity, and the clones are moved to secure, fire-resistant off-site storage on a regular basis. EBSuite has disaster recovery plans in place.

## **Operating System Security**

EBSuite uses a minimal number of access points to all production servers to enforce tight operating system-level security. All operating system accounts are protected with strong passwords, and production servers do not share a master password database. All operating systems are maintained at each vendor's recommended patch levels for security and are hardened by disabling and/or removing any unnecessary users, protocols, and processes.

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### ***Database Security***

Whenever possible, database access is controlled at the operating system and database connection level. Access to production databases is limited, and production databases do not share a master password database. All data entered by a customer into the EBSuite application is owned by that customer.

### ***Server Management Security***

EBSuite does not utilize any managed service providers. The EBSuite Systems Engineering team provides all system management, maintenance, monitoring, and backups. EBSuite employees do not have direct access to the EBSuite production equipment, except where necessary for system management, maintenance, monitoring, and backups.



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