



Security in the Cloud

Professional Project Management with InLoox now!

An InLoox Whitepaper

Published: July 2013

Get more information on our website at <http://www.inloox.com>

The information contained in this document represents the current view of InLoox on the issues discussed as of the date of publication. Because InLoox must respond to changing market conditions, it should not be interpreted to be a commitment on the part of InLoox, and InLoox cannot guarantee the accuracy of any information presented after the date of publication.

This White Paper is for informational purposes only. INLOOX MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of InLoox GmbH.

© 2013 InLoox GmbH. All rights reserved.

IQ medialab and InLoox are either registered trademarks or trademarks of InLoox GmbH in Germany and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Content

InLoox now!	1
Your Data Security – Our Priority	1
System Landscape.....	1
Security.....	2
Operations Security.....	2
Network Security	2
Fault-Tolerance	2
Data Security	3
Data Storage	3
Data Reliability	3
Privacy.....	3
Compliance	4
Audited and Certified Datacenters	4
E.U. Safe Harbor Framework.....	4
InLoox GmbH Privacy Policy.....	4
Do you have further questions on our cloud service?	5
Contact.....	5

InLoox now!

InLoox now! offers cloud-based project management in a turnkey, flexible and scalable platform. Our cloud application is engineered to provide high availability, robustness and data security.

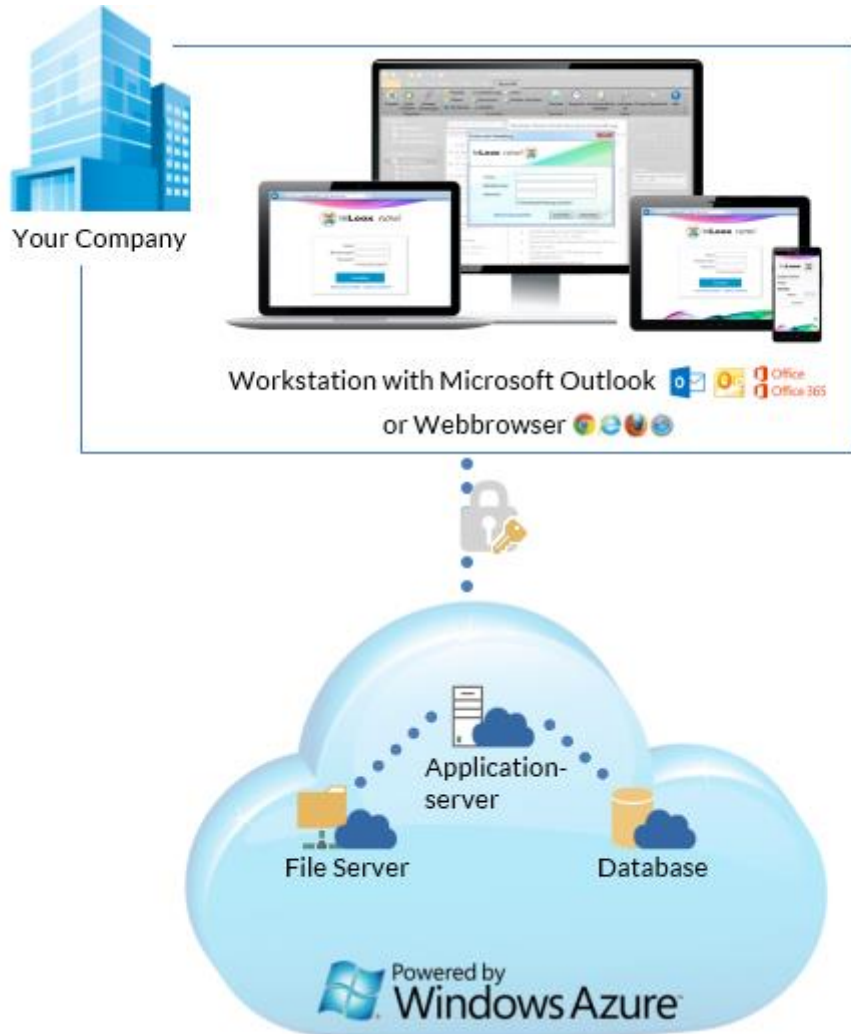
Your Data Security – Our Priority

Thousands of companies trust us and already manage their projects with InLoox solutions. We greatly appreciate their trust and business. The protection and security of our clients' project data is our priority.

InLoox now! is based on a holistic security concept: technical and process-driven security measures on all levels of the cloud infrastructure minimize both internal and external risks. This document provides an overview of our measures and binding corporate principle that we have implemented for the protection and integrity of your data.

System Landscape

Integrating InLoox now! into your company's IT-infrastructure is extremely easy. The system requirements for the user are very low. You simply need internet access, a compatible web browser and your login data. For more detailed information on the [system requirements](#), please check our website.



Security



Operations Security

InLoox now! is run in data centers that are managed by Microsoft Global Foundation Services. These data centers have been awarded with international certificates, guaranteeing that they are compliant with key industry standards for security and reliability (see Compliance). InLoox data centers are each designed to run 24x7, each employing various measures to help protect operations from power failure and network outages. Highly secured access mechanisms are in use to prevent physical intrusion. Only a small number of operation personnel required for system maintenance is granted access. This way we can ensure adherence to the most demanding data security standards.



Network Security

All servers - and in consequence your data – are designed to provide „Defense in Depth“. A multi-layered defense system reduces the risk that failure of one security mechanism will compromise the security of the entire environment. The key points in our Defense in Depth layers include:

- **Firewalls:** To prevent unauthorized access, data communication is restricted based on sender and recipient addresses as well as services used.
- **Filtering Routers:** Reject communication attempts made by addresses and ports not configured as allowed. This helps protect the infrastructure from attacks from malware.
- **Software Security Patches:** Security patch management is an integral part of protection against known vulnerabilities. Thanks to the continuous timely update of security patches, potential vulnerabilities can be detected early on. This allows for fast and efficient implementation of defensive actions.
- **Cryptographic Protection of Messages (SSL):** Encrypted data transfer is crucial for providing secure cloud services. TLS/SSL cryptographic keys are used to protect data transfers between user clients and datacenters.
- **Monitoring:** Centralized monitoring systems aid in analyzing data transfers, providing pertinent and timely alerts.



Fault-Tolerance

The network is monitored by the Network Operations Center 24x7 to detect anomalies or potential network issues. Each layer of the network hardware is redundant. This guarantees that the infrastructure continues operations even in the event of a failure; failover is automatic and does not require human intervention. In addition, two independent Internet service providers are available at each data center.

Data Security



Data Storage

As an InLoox customer, you are free to choose in which of our data centers you would prefer your project data to be stored in. We run two datacenters, one in the EU (The Netherlands) and one in the US (Illinois). In order to protect you from data loss, your project data is replicated within the region of your choice. Regardless of the storage location your project data is protected by technical measures, adherence to comprehensive privacy policies, and binding corporate principles. This has been validated by the ISO/IEC 27001:2005 certificate.



Data Reliability

InLoox automatically backups your project database every day. This reduces the risk of data loss in the event of a system incident. The platform as well as all your data, documents, files and any other project information is deployed on high availability multi-site SQL database clusters. Each user account is run on its individual, isolated database schema. This ensures protection from unauthorized access to your personal account, even on the database level. Failure rate is minimized thanks to multi-site deployment of data on IP systems („Hot Spare“-System) within your data storage region.



Privacy

Each access to the InLoox now! project platform is subject to a multi-level security check. The approved and detailed role- and account-based security concept ensures that only authorized users are granted access to sensitive data. The user's access permissions are checked at every project platform logon. The administrator can easily grant and manage access permissions according to the project related role of the individual user.

Compliance



Audited and Certified Datacenters

InLoox now! is based on Windows Azure which has been awarded ISO/IEC 27001:2005 certification. The certificate validates that the datacenters comply with high international standards of information security and reliability. This includes proactive management of information security risks and controls. An annual preliminary audit for the certification ensures that the security standards of the datacenters are always up-to-date. More information is available from the [Windows Azure Website](#).



E.U. Safe Harbor Framework

All our datacenters comply with the strict E.U. privacy framework. In addition, all InLoox datacenters are certified as complying with the Safe Harbor Framework. This certification awarded by the U.S. Department of Commerce is recognized by all countries within in the European Economic Area. This ensures the continuous flow of information required for international business. Read more on the Safe Harbor Framework [here](#).



InLoox GmbH Privacy Policy

Protection of personal data is the highest priority for InLoox. Complying with data protection regulations and trusted data processing is one of the foundations of our services. Detailed information on our privacy policies is available on our website at www.inloox.com/privacy-policy.

Do you have further questions on our cloud service?

The InLoox team is happy to help you and answer any further questions your might have regarding our cloud service.

Contact

	US location:	EU location:
Telephone:	+1 (415) 445-4660 +1 (800) 506-0947	+49 (0) 89 358 99 88 – 0 0800 – 0 – 465669
Call us toll-free:	(US & CAN only)	(Germany only)
Fax:	+1 (415) 335-4022	+49 (0) 89 358 99 88 – 99
Email:	office.sf@inloox.com	info@inloox.com