

## SLA for Neupart's SecureAware as a Service

This Service Level Agreement (SLA) describes which services are included in Neupart SecureAware as a Service (NSaaS). This SLA is an addendum to the End User License Agreement for SaaS, as shown in SecureAware at first login and is also available on <http://www.neupart.com/resources/eula.aspx>.

### Confidentiality, Integrity and Availability

Neupart uses Amazon Web Services (AWS) as infrastructure for NSaaS. AWS is among the world's largest cloud providers, and many other companies use the Amazon platform. Amazon handles all the infrastructure associated with physical security, such as power, cooling, and internet connections. Amazon offers its AWS hosted in several locations world wide. However, Neupart is only using the Amazon data center in Ireland (EU).

#### Infrastructure description

Web servers are hosted on Amazon EC2 virtual servers with Ubuntu Server LTE, Java, Tomcat and SecureAware. Remote access to servers are limited. HTTP and HTTPs web access is allowed. The database is MySQL on Amazon RDS with access limitation. DNS is using Amazon Route 53. Each database instance is protected with an individual user name and password. Web servers are using Verisign SSL certificates. Web server IP address limitation is offered as an option. The database is IP address limited. Amazon provides firewalling and filtering services and the Linux based firewall on the web servers allows only SSH, HTTP and HTTPS.

#### Risk assessment

Neupart has performed a risk assessment of Amazon as an 'infrastructure-as-a-service' (IaaS) provider. The assessment is that compared Amazon to other - mostly smaller - IaaS providers Amazon has a larger financial capability, a larger security and operations investment, and because of the larger market share, a stronger interest to continue offering secure services.

#### Data Segregation

Each NSaaS customers is allocated a separate Amazon EC2 web server instance. The allocated logical Amazon EC2 server serves as a front-end for each NSaaS customer. Each NSaaS customer is allocated a separate database instance. This architecture allows Neupart to restore a customers data without impacting data of other customers.

#### Backup

4 times per day AWS makes an image of all RDS based databases. Restore capability is based on the widely used Amazon RDS services. Amazon monitors backup jobs and notifies Neupart in case of errors. Such notices automatically create a support ticket in Neupart's support system.

Neupart reserves the right to make additional backups of data and store these securely outside of Amazon.

### **HTTPS**

EC2 servers for NSaaS are created in the `saas.neupart.com` domain, which is protected with an SSL certificate so that NSaaS can always be accessed using HTTPS.

### **Compliance**

Despite the physical location of data in Ireland (EU), NSaaS customers are not to use NSaaS to store or process sensitive personal identifiable information. Neupart has not mapped its own controls nor the controls of Amazon to data protection acts in EU or outside EU.

### **Certifications and Audits**

Neupart is an ISO 27001 certified company. Amazon AWS, including the EC2 services used by Neupart, is ISO 27001 certified. ISO 27001 certified companies are subject to recurring internal and external audits. Amazon is also FedRamp and PCI DSS level 1 certified, and subject to SSAE 16 and SCO2 audits. Audit reports are available at Amazon on request. Amazon has mapped its security controls to the Cloud Security Control Matrix and has submitted a publicly available response to the START register of Cloud Security Alliance. Please refer to <http://aws.amazon.com/security/> for more information.

### **Availability Zones**

Neupart is by default not using other availability zones than The Amazon Ireland location, but reserves the right to fail over to other availability zones.

### **Penetration Test**

Recurring vulnerability scans are performed as a part of Neupart's ISO 27001 ISMS tasks. Following agreement hereabout, customers can be granted permission to perform their own scans.

### **Secure Application Design**

NSaaS is a three tier application design in which presentation layer, business logic and data layers are logically separated. Thus, the application can only write to the database through the controls provided by the business logic layer. This is protecting NSaaS from SQL injection attacks reducing the likelihood of integrity breaches.

### **Neupart staff SecureAware access**

Neupart support staff cannot login to the SecureAware instance dedicated to the end customer unless the customer creates and shares login credentials for support purposes. Neupart Support Staff can reset super user account credentials on request from end customer.

### **Limited vendor lock-in**

Amazon RDS is compatible with the popular MySQL database format, and a database backup can be restored outside Amazon. Because the SecureAware application is also available as software that installs easily outside of Amazon, the database backup can be used to establish a new SecureAware environment outside of Amazon, if so desired. Such a restore requires a valid SecureAware license and restore services are not included in the standard NSaaS subscription fees.

### **Updates**

Neupart releases SecureAware updates to NSaaS when new versions of SecureAware become available and when Neupart estimates that the new version is relevant for NSaaS. NSaaS customers can expect at least 4 updates per year. Updates are primarily performed in the standard service window which is Sunday night from 01:00 pm to 02:00 pm CET.

### **Database options**

Optionally Neupart offers NSaaS with non-default database configurations. This SLA does not cover such configurations.

### **Disclaimer**

Amazon offers these SLAs to Neupart as a basis for their service  
<http://aws.amazon.com/ec2-sla/> and <http://aws.amazon.com/rds-sla/>

Neupart can never offer NSaaS customers better service or better terms than what Amazon at any time offer and deliver to Neupart. Neupart offers customers credit for service downtime in NSaaS using the same calculation model and conditions that Amazon uses for crediting Neupart. Neupart's liability is limited according to the End User License Agreement for SaaS.