



STREAMLINE

## Streamline Security & Business Continuity

### Proactive support

- **Uptime monitoring:** We are notified within a minute of any issue with the platform due to ongoing automated checks.

### Rapid response

- **US-based support:** our team will respond immediately to business-critical issues. All responses are tracked and routed using an online ticketing system.

### Best practices

- **Code security:** our architecture features an immutable codebase, so platform code cannot be changed outside of our normal dev-test-release process.
- **Secure headers:** We enforce HSTS and Content Security Policy headers.
- **SSL certificates:** We work with the LetsEncrypt certificate service to automatically issue and renew your certificates.
- **Single sign-on (SSO) and multi-factor authentication:** We support SSO and 2FA/MFA to integrate Streamline with your existing login infrastructure or SAML-based authentication service, such as Microsoft ADFS or Google's GSuite.
- **Best Practices:** We monitor NIST, MS-ISAC, and use package managers to monitor the code status of all code. Any security patch is deployed within 24 hours of public disclosure. Follows the [Twelve-Factor Methodology](#) for application design.

### Reliability and backups

- **Best-in-class cloud hosting:** US-based Infrastructure on Amazon Web Services
- **99.95% uptime:** even when accounting for scheduled maintenance, the reliability of the platform exceeds industry standards
- **Multi-region redundancy:** we use multiple Amazon availability zones for seamless failovers in the case of a broad outage
- **Hourly backups:** made possible with Amazon Aurora, a distributed, fault-tolerant, self-healing storage system that auto-scales up to 128TB per database instance. It delivers high performance and availability with up to 15 low-latency read replicas, point-in-time recovery, continuous backup to Amazon S3, and replication across three Availability Zones (AZs)

### Independently-verified security

- **Security audits:** we conduct two types of audits: Automated security scans through industry-standard tools and manual penetration testing via 3rd party security firms
- **Security awareness training:** ensuring that your staff are aware of phishing attacks and other schemes is essential

- **Independent site scans:** we have partnered with numerous industry leaders including Secureworks to independently scan and certify the security of the platform on behalf of the systems we serve
- **Secure by design:** we have designed our platform to reduce the attack surface as much as possible at the platform architecture level
- **No member data stored externally:** the best way to avoid a breach of confidential information is to make sure you're not storing any. By directly leveraging RESTful APIs that access your line of business system or by storing non-PII personalization data to a local cookie on the user's device, Streamline never directly stores member data, eliminating the "honeypot" risk that comes with centralized storage.

## Insured

- **Full COI coverage included:** we take a holistic approach to managing the integrity of our hosting platform by extending our company's \$2 million cyber insurance to your organization through a certificate of additional insured (COI) upon request.
- **Proven track record:** Though we have been incident-free in our 10 years of hosting websites and applications, we are still proactive and protective.