

Dude Solutions Data Management

Securely Managing & Tracking Your Operations Data



Dude Solutions' data management and stewardship practices reduce risks to client information through implementation of industry best practice controls designed to safeguard the security and availability of your data. Protecting all proprietary information relating to Dude Solutions and our clients is vital to the Dude Solutions mission.

Data is the foundation of operational intelligence

As Dude Solutions charts the future of operational intelligence with our clients, our 20-year repository of data is key to unlocking the potential of operational analytics and better, faster decision-making. Dude Solutions' long history as an industry leader in multiple asset and operations management verticals provides us with rich and diverse data sets that are unparalleled in the industry. Our client community leverages Dude Solutions data and applications to gain insights for better planning and improved operations.

Because of the importance of data to our business, the integrity of your data is central to all our decision-making. We will continue our substantial investments in data security to provide you with the assurance of responsible stewardship.

What data do we have?

The data we collect includes the data sets we need to better understand your organization and your daily processes.

Workflows:



What kind of data is gathered?

- Asset/equipment information (ex. HVAC make, model, serial #, cost)
- Work order details (ex. cost, time)
- Team information (ex. person, craft)
- Location information (ex. building, GIS coordinates)

How is your data used?

There are several ways that we use client data, including:

- **Reporting and analysis-** Data from your organization may be used in historical reports to show trends of completed work or assets under management. Historical operations data may also be enriched with data, such as future labor rates for analysis reports like capital forecasting.
- **Statistical purposes-** Data from your organization can be subject to statistical analysis for reporting on optimal windows for planned maintenance based on past equipment performance and failures.
- **Aggregation-** Data from your organization may be de-identified and gathered with data from similar organizations or from an entire industry. Aggregated data can be analyzed statistically for enhanced insight into industry trends and best practices.
- **Benchmarking-** We compile de-identified client data to compare key performance indicators (KPIs) and other benchmarks to create a foundation for what operational excellence means per industry, organization size and type, etc.

Security & Compliance

Dude Solutions protects the privacy of client data using a layered defense-in-depth approach to information security. Dude Solutions has adopted security policies and implemented company-wide information security training to protect the privacy of client data. By policy, Dude Solutions employees are prohibited from

disclosing information obtained from clients to any other person or entity except in the performance of services for the client and only when the release of the information is authorized by the client.

Dude Solutions' Legal and Information Security team supports our data privacy and security management. This team keeps current on privacy and security laws and regulations in order to develop information security policies and technical standards that align with changing requirements. These high-level policies are reviewed and approved by executive management. In addition to maintaining written policies, Dude Solutions institutes an annual security and privacy awareness training program for its employees. All new employees are also required to complete the training.

Pursuant to our Information Sensitivity Policy, data is classified according to its sensitivity level; the type of data determines its sensitivity and the treatment it is accorded. Client data is accorded treatment at the highest sensitivity level. As a general rule, client data is never disposed of or destroyed; it is returned to clients upon request. In the event that it was maintained on hardware that was taken out of service, the retired device is physically destroyed.

[Learn more in our Security Controls Datasheet](#)

Product Security

Dude Solutions products build in numerous security controls, including role-based permissions, encryption, secure software development practices and threat modeling.

- **Role-Based Permissions-** Set granular access controls to grant scope of access and functional capabilities based on specific user roles.
- **Encryption-** All client data stored within Dude Solutions products is encrypted in transit over public networks using Transport Layer Security (TLS) 1.2+ with Perfect Forward Secrecy (PFS) to protect it from unauthorized disclosure or modification. All drives holding client data and attachments use full disk, industry-standard AES-

256 encryption at rest. Data encryption at rest helps guard against unauthorized access and ensures that data can only be access by authorized roles and services.

- **Secure Software Development Practices-** Dude Solutions uses a Secure Software Development Life Cycle (S-SDLC) framework that defines how we build our applications from inception to decommissioning. Application security considerations are an active component of planning and requirements. Regular vulnerability scanning and application dynamic and static testing are part of the S-SDLC.
- **Threat Modeling-** Software Engineering builds and maintains product-specific threat models to identify and document both internal and external threats to our data and applications. Dude Solutions analyzes threats by estimating the likelihood and business impact of adverse events on software and applications. Risks above a determined threshold have risk responses identified and prioritized.

availability (HA) and automatic scalability through the use of virtualization, load balancing and clustering technologies. Dude Solutions has implemented disaster recovery and business continuity plans to ensure our clients experience consistent delivery of their crucial online services and continued access to their data.

Client data storage is replicated across data centers and includes a comprehensive backup process. Full database backups and transaction log backups are performed automatically for all databases. Database backups are taken nightly and are actively monitored for failures. Stored backups are electronically transmitted over secure encrypted channels to AWS S3 storage on a daily basis. All AWS storage is located in the continental United States. Testing of backups is performed at least quarterly as part of Dude Solutions disaster recovery drills.

Dude Solutions publicly posts our [availability site to provide our clients with complete transparency regarding system availability](#).

Availability and Resiliency

Your data is not useful to you if it is not accessible. Dude Solutions understands this, and we have designed our products for high performance and availability. Dude Solutions applications are hosted both in public and our private clouds. State-of-the-art virtualized infrastructures provide high

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ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 12,000 organizations use our award-winning software to manage maintenance, assets, energy, safety, IT, events and more. For more information, visit dudesolutions.com.