DATA SECURITY AND STORAGE

1. What are all inbound and outbound firewall requirements to connect to and use your product?
   There are no inbound firewall requirements. Outbound traffic is over port 443 and 60.
   If outbound port 443 and 60 traffic is filtered, then the following range of IPs should be allowed:
   40.143.94.0/24.

2. What are your security policies and procedures at your data centers?
   Dude Solutions hosts our SaaS software as a service application in a private cloud located in Carolinas. Our disaster recovery data center is located in Lehigh, Pennsylvania.

3. Where are your data center locations?
   Dude Solutions’ primary data center is located in Morrisville, North Carolina. Our disaster recovery data center is located in Lehigh, Pennsylvania.

4. Do you have a written corporate-wide security/privacy policy?
   Dude Solutions has a corporate-wide security policy based on ISO 27001:2013 standards. Our privacy policy is available online.

5. What is your general strategy for releasing fixes, patches and enhancements that incorporate best practices and user feedback?
   We release application updates, which include both patches and product enhancements, on a biweekly cadence. Significant enhancements occur roughly quarterly and are communicated in advance to clients. (All releases are documented in our online release notes.)

6. How many copies of the data are backed up? How often is backup performed?
   Full backups are automatically performed nightly on all production databases. Backup processes are actively monitored for failures and immediate steps are taken to resolve any reported failures. Backups stored in the data center are intentionally stored off-site in an encrypted storage facility at a remote location. All backup storage at our data center is electronically transmitted over secure encrypted channels to AWS S3 storage for long-term archival. All AWS storage is encrypted and located in the continental United States.

7. What is your redundancy and automatic failover architecture?
   Dude Solutions’ applications are hosted on a virtual and cloud infrastructure that provides high availability (HA) through the use of virtualization, load balancing and clustering technologies. This HA application infrastructure is co-located in a commercial data center located in North Carolina with a redundant disaster recovery facility in Pennsylvania. Data from the primary site is continuously replicated to the disaster recovery site. Disaster recovery testing is performed on a quarterly basis.

8. What is your firewall system?
   Dude Solutions uses a two-tiered firewall system that secures the environment from external threats. The first tier consists of firewalls that act as barrier points at the edge of the data center. Backups stored on-premises at our data centers are encrypted and stored securely on-premises within the data center facility. Only pre-authorized personnel are allowed in the facility, which is secured by a sophisticated, biometric security system. The facility is staffed and monitored 24x7x365.

9. What are your security controls?
   Dude Solutions performs annual HIPAA and PCI Data Security Standards assessments. Dude Solutions is a PCI-DSS Security Standard registered data centers where client data is stored and processed are audited by third-party auditors. These audits are independently certified by the American Institute of Certified Public Accountants (AICPA). (Audit reports are available upon request.)

10. Who are your users?
    Dude Solutions encourages clients to use the secured access options provided with this application. This allows clients to log in to the application based on the client's already established password policy. Our SSO supports any SAML 2.0 or Kerberos client. Dude Solutions supports RSA SecurID, a two-factor authentication service for Microsoft Azure AD or Active Directory Federation Services.

REGULATORY COMPLIANCE

9. What are your company accreditations and certifications, if SSAE16, HIPAA, PCI DSS, etc.?
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USER ACCESS

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Have more IT questions? Take a look at our Security Controls datasheet for more information or contact us.