

— TOP — 10

Data Security + Dude Solutions: Top Ten FAQs for IT Departments

Address all your organization's IT concerns about operations management software before they are asked.



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 80.

If outbound port 443 and 80 traffic is filtered, then the following range of IPs should be allowed:
40.143.94.0/24.

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.

2.
What are your security policies and procedures at your data centers?

Dude Solutions hosts our SaaS (software as a service) applications in a private cloud co-located in a secure and high availability tier 4 commercial data center. The data center is independently audited on an annual basis against a wide range of standards, including: **ISO 9001, ISO 27001, ISO 22301, SOC 1 type II, SOC 2 type II, SOC 3, tier 3 certified, tier 4 certified, PCI DSS, HIPAA.** Client data is stored in a locked, limited access cage 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.



POLICIES & PROCEDURES

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](#).



PRODUCT DEPLOYMENT

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.)



SECURITY CONTROLS

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 electronically transmitted over secure encrypted channels to AWS S3 storage on a daily basis for long-term archiving. All AWS storage is encrypted and located in the continental United States.

8.
What is your firewall system?

Dude Solutions uses a two-tiered firewall system that secures the environment from external threats. The first tier of firewalls filter all traffic into and out of the Dude Solutions network. A second tier of internal firewalls creates a web-facing DMZ and provides an additional layer of security access to client data.

7.
What is your redundancy and automatic failover architecture?

Dude Solutions' applications are hosted on a virtualized 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.



REGULATORY COMPLIANCE

9.
What are your company accreditations and certifications, i.e. SSAE16, HIPAA, PCI, etc.?

Dude Solutions performs annual HIPAA and PCI Data Security Standards assessments. Dude Solutions is EU-US Privacy Shield registered. The data centers where client data is stored and processed are audited by third parties under SSAE 18 Type 2 SOC 1 and 2, PCI-DSS1, GLBA and HIPAA standards annually. (Audit reports are available upon client request.)



USER ACCESS

10.
Does your web-based interface support authentication, including standards-based single sign-on (ex. InCommon)?

Dude Solutions encourages clients to use the single sign-on (SSO) feature provided with the application. This allows users to log in to the application based on the client's already established password policy. Our SSO supports any SAML 2.0 compatible identity service (like Microsoft's Azure AD or Active Directory Federation Services).

Have more IT questions? Take a look at our [Security Controls](#)

[datasheet](#) for more information or [contact us](#).