

SaaS (HOSTING)

Asset and Compliance Tracking System™ - ACTS



Ecocion Inc.
Environmental Solutions

WEB-BASED ACTS SOFTWARE SERVICE

Selecting the popular Software as a Service (SaaS) or cloud computing delivery model will give your organization an extremely cost-effective EHS software solution that greatly reduces the drain on internal IT resources. Even though Ecocion still supports client-hosted “behind the firewall” licenses, most of our clients prefer a SaaS model that ensures 24x7 access to their data from anywhere in the world that has an internet connection. Our hosted solution will free you



from the headaches of hardware and software installation and maintenance, security and availability concerns, and time-consuming system upgrades. A number of noteworthy advantages of the web-based EHS software model include:

- Nothing to install or upgrade; you just need an Internet connection
- Reduced burden on internal IT resources
- DES point-to-point encryption so your data is protected no matter where you use ACTS
- Redundant, enterprise-class servers that are tuned to your particular ACTS installation
- Comprehensive support anytime, anywhere, any way
- 100% network uptime guarantee
- Weekly managed backups plus daily incremental backups

The SaaS model for ACTS offers the flexibility and scalability to meet your needs while ensuring lower ownership costs, faster implementation and seamless upgrades.

COMMON QUESTIONS

How do I launch ACTS?

You simply visit an ACTS portal that we create for you, typically <http://companyname.ecocion.com> from your web browser. Optionally, we will provide you with a direct URL that you may add to your browser favorites, intranet, or other web page that directly launches ACTS.

Which browsers are supported?

We currently support Internet Explorer 6 and newer, Mozilla Firefox 1 and newer, Netscape 6 and newer

Which client operating systems are supported?

We currently support:

- Windows 98, NT, XP, 2000, Server 2003, Server 2008, Vista, and 7
- Mac OS X 10.3 and newer
- Solaris, HP-UX, Red Hat Linux, SUSE Linux, Mandrakelinux, Xandros, Turbolinux

How do I add new users or remove an existing user's access?

Any ACTS administrator may change the user security. You may have one or more of your employees be an ACTS administrator or we can do that for you.

How do I get technical support?

You may contact Ecocion technical support:

- From within ACTS (select **Tools** → **Submit an Enhancement Request or Issue** from the main menu)
- Through our technical support portal at <http://www.ecocion.com/asset-compliance-tracking-system/technical-support>
- By calling one of our engineers directly (you are given direct phone numbers with no call centers)

Where are the servers located?

We are partnered up with the industry-leading datacenter, Rackspace (www.rackspace.com). Our primary servers are located in San Antonio, TX with additional data centers in Dallas, TX, Herndon, VA, Ashburn, VA, Chicago, IL, London, UK, Slough, UK, and Hong Kong.

What is the physical security of the servers?

Keycard protocols, biometric scanning protocols, and round-the-clock interior and exterior surveillance monitor access to every one of our data centers. Only authorized data center personnel are granted access credentials to our data centers. No one else can enter the production area of the datacenter without prior clearance and an appropriate escort. Every data center employee undergoes multiple and thorough background security checks before they are hired.

What is the password complexity?

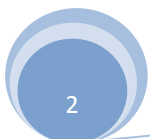
Each client may set the complexity of the ACTS passwords that their users choose. The defaults are:

- Must be at least 8 characters
- Must contain both uppercase and lowercase letters
- Must contain both of letters and numbers (alphanumeric)
- Must not be cyclical (i.e. mypassword1, mypassword2, etc.)
- Must not contain the username or name
- Must be changed at least every 90 days
- Must be different from your last 10 passwords
- Failed logon attempts are logged and account is frozen after 5 failed attempts

How are forgotten usernames or passwords handled?

Users may:

- Request a password reset through the application logon window (a temporary password is emailed to them)
- Request a forgotten user name (the username is emailed to them)
- Any client ACTS administrator may reset their password



- Contact Ecocion technical support to have us reset the password (<http://www.ecocion.com/asset-compliance-tracking-system/technical-support>)

Is there any data encryption?

All data is encrypted with DES encryption from the client computers to the servers. No ACTS data is ever sent in plain-text over the Internet.

Who owns the data?

Ecocion owns the software, you own the data. At any time, you may export the data in the database through ACTS itself or request a full data dump.

Are there any data limits?

There are no limits on the number of facilities, equipment, permits, people, etc. that you may load into the system. Storing excessive file attachments (in excess of 50 GB) may result in additional charges. This is a very high limit, since all files are compressed before they are stored and this represents roughly 250,000 files of typical size.

Is the data backed-up?

Yes. All data is backed-up every day (daily incremental backups with weekly full backups). Daily backups are retained on a rolling 20-day window and weekly backups are retained for 3 months. Backup tapes are physically secured using keycard protocols, biometric scanning protocols and round-the-clock interior and exterior surveillance.

What is the electronic access to the servers?

Data is only accessible through the ACTS application through secure port 443. There is no direct access to the underlying database (unless requested by client). Users may only access ACTS with a valid username/password.

How are patches/upgrades handled?

All ACTS, operating system, and database patching is done based on Microsoft and Oracle best practices. Critical patches are applied once they become available and are tested on our systems. Non-critical patches are applied after additional testing during the next scheduled maintenance period (typically 12:00 am – 2:00 am Sunday mornings).

What is the change control process for patches/upgrades?

Appropriate client contact(s) are notified of pending application of patches/upgrades and optionally approve the maintenance window.

Is the client data separated from other clients?

Yes. All client information is segregated from all other customer data via its own Oracle instance. There is no way for one client to view or alter another client's data unless access is explicitly granted by the client.

How is ACTS data synchronized/loaded with external data?

Clients may choose to have ACTS automatically load/synchronize data with any external system or process. Change files are uploaded to a secure FTP site that ACTS monitors and processes daily.

Are changes logged? Is the application Sarbanes-Oxley compliant?

Yes. All application activity and data changes are logged by the system and available on-demand by ACTS administrators. All log information is retained for a minimum of 3 years unless a different window is requested by the client.

Is data ever deleted?

Users with the appropriate ACTS security may delete data, however only log information is deleted after 3 years. All other data is stored indefinitely unless otherwise requested by the client.

What antivirus software is on the servers?

Sophos Antivirus v7.6.8.1 is installed on all servers. Virus updates are published at least monthly based on updates from Sophos. Files are immediately quarantined and administrators notified upon any virus detection.

What happens if there is a server hardware failure?

We provide redundancy at the server component and server level. If a particular component fails, redundancy within the server will be used until the failing component is replaced (this will be seamless and there will be no downtime). If an entire application server fails, another application server will assume the load (this will be seamless and there will be no downtime). If there is a complete database server failure, any hardware will be replaced (or a new server issued) and a full data restore from most recent backup will be started within 2 hours, if necessary. The server will be back online once the restore is completed.

What happens if Ecocion becomes insolvent or can no longer support ACTS?

Ecocion is a privately-held corporation and has been in business since 1998, growing steadily and responsibly each year. While we expect to support ACTS and remain viable for many decades to come, with your software agreement, we have included a fail-safe clause. The ACTS source code, database design, and technical documentation is held in software escrow and will be given to the client upon the release conditions. The client may then install the system on their own servers and continue development of the application.

Are there any datacenter safeguards in place?

We have processes and safeguards in place designed to protect the assets and data you entrust us with. Therefore, we view a SAS 70 Type II examination as a necessity. A service auditor's examination performed in accordance with SAS No. 70 ("SAS 70 Audit") is widely recognized, because it represents that a service organization has been through an in-depth audit of their control objectives and control activities, which often include controls over information technology and related processes. A Type II report not only includes the service organization's description of controls, but also includes detailed testing of the design and operating effectiveness of the service organization's controls.

Are there any datacenter certifications?

The datacenter is certified SAS 70 Type II, PCI Security Standards Council Member, and Safe Harbor Certified. Employee certifications include: more than 100 certified Microsoft professionals (MCSA, MCSE, MCDBA, MCT, MCDST), Microsoft Gold Certification, Cisco Network Certifications (CCNA, CCNP, CCIE, CCDA, CCDP, CCIP, CCSP, RHCE, LP11, LP12, A+, Server+, RHCT, MCSE, MCSA, MCP, Network+ and Linux+).

What is the acceptable use policy?

The policy is described at:

<http://www.ecocion.com/asset-compliance-tracking-system/acts-services/hosting-saas/acceptable-use-policy>

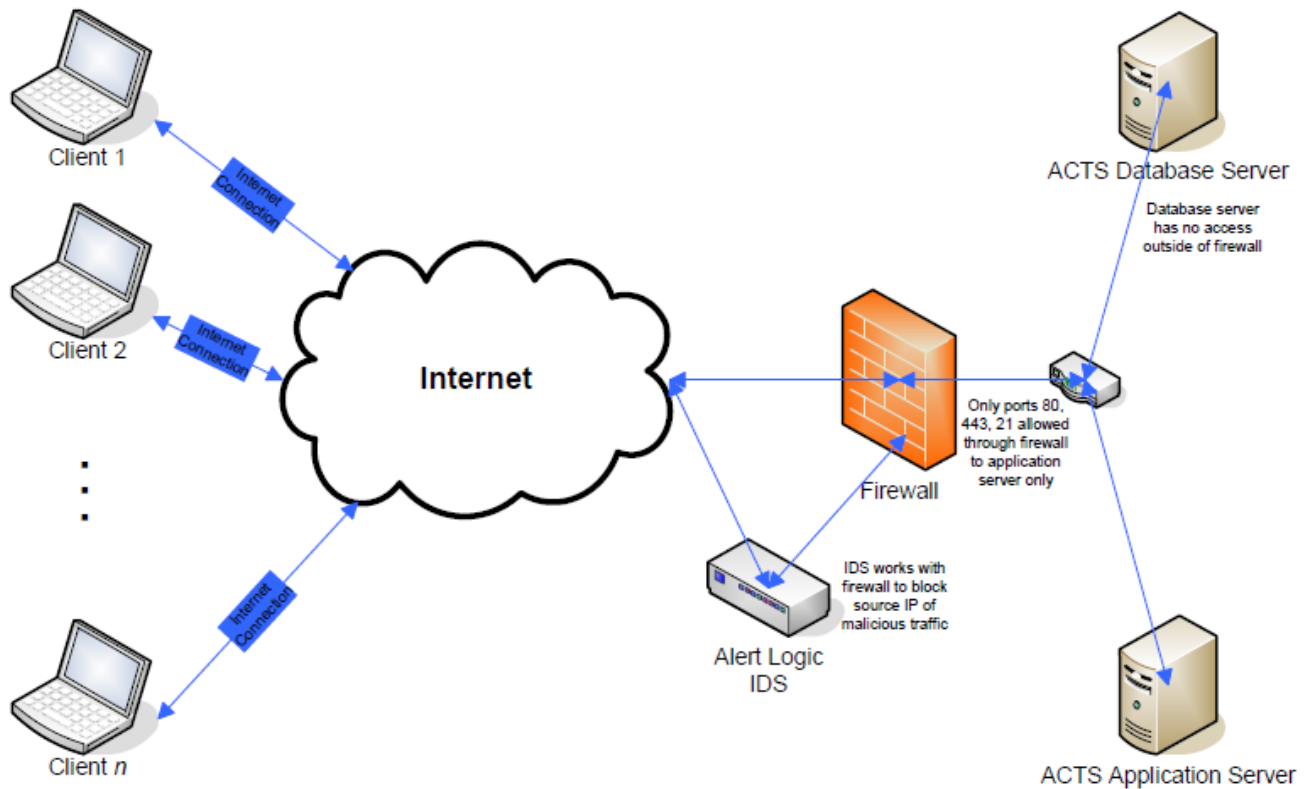
What is the service level agreement?

The SLA is described at:

<http://www.ecocion.com/asset-compliance-tracking-system/acts-services/hosting-saas/service-level-agreement>

NETWORK DIAGRAM

ACTS Network Diagram



MORE INFORMATION OR A DEMONSTRATION

For more information or a demonstration of ACTS, please contact us.

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