

# SmartOffice Security

Our Way of  
Doing Business



EBIX

# Committed to Your Protection

At SmartOffice, protecting your critical data is an integral part of our business. From the configuration of our systems to the training of our expert staff, we build security into every aspect of our operations.

In fact, Ebix has undergone an independent **SOC 2 Type 2** audit verifying that our security controls conform to internationally recognized standards—proof that our stated commitment to world-class security is no empty promise.

## Data Security

To ensure the integrity and safety of your data, we maintain a top-tier storage and backup system.

- **Regular backups:** To help get you up and running quickly in case of disaster, we back up your data regularly during business hours.
- **Strong encryption:** To reduce risks related to hacking attacks, we encrypt your data in transit (i.e., when we transmit it to you) and at rest (i.e., when we store it on our database servers). Traffic between your web browser and our systems is protected with industry-standard Transport Layer Security (TLS) using 256-bit AES encryption.
- **Enterprise-grade storage:** We store customer data on EMC storage systems for ultimate reliability.

## Continuity & Recovery

System outages cost time and money, which is why we take steps to make reliability a hallmark of our service and to minimize downtime.

- **Business continuity plan:** SmartOffice has a formal plan for managing unexpected disruptions, from power and equipment failures to environmental disasters and criminal acts.
- **Multiple locations:** Hosted sites are located in different metropolitan areas for both production and disaster recovery, and recovery sites can be brought online quickly in the unlikely event that our production facilities are rendered unavailable.
- **Expert staffing:** Our technical experts—located in multiple states and countries—are ready to respond to crisis situations 24 x 7 x 365. Staff receive quarterly security awareness training and business continuity response training.



## Network Security

SmartOffice's network offers the highest possible protection, using multiple security layers and industry-leading hardware and software solutions.

- **Firewall protection:** Our network is protected by multiple firewalls. Inside those firewalls, SmartOffice systems are safeguarded by network address translation, port redirection, IP masquerading, non-routable IP addressing schemes, and other methods.
- **Intrusion and malware detection:** SmartOffice has a comprehensive intrusion detection system to guard against network and host attacks. Frequent intrusion and malware signature updates help ensure maximum protection.
- **Comprehensive monitoring:** Our security team monitors and analyzes firewall logs and takes quick action when security threats are identified.
- **Regular assessments:** We run monthly internal vulnerability threat assessments against all hosted systems. In addition, we contract with a third party to perform annual penetration tests and quarterly vulnerability threat assessments against all of our web-facing systems.
- **Secure data transfer:** We use virtual private networks (VPN) with strong encryption to transfer data between data centers and to remotely administer servers, with two-factor authentication tokens required for VPN access.

## Physical Security

Ebix's attention to security extends to its co-location facilities and corporate offices.

- **Co-location security:** Our tier-1 co-location facilities feature 24-hour physical security, palm print and picture identification systems, keycard access, redundant electrical generators, data center air conditioners, fire suppression systems, video monitoring, and backup equipment designed to keep servers up and running.
- **Corporate office security:** We have well-defined security zones enforced by keycard systems that restrict access to sensitive areas.

## Operations Security

The day-to-day management of our hosted systems includes important procedures for maintaining security in our overall system.

- **Intelligent change management:** We follow clear, logical procedures when making changes to our infrastructure, operations, security, and other important areas. Proper authorization, development, deployment, and review of changes are key to ensuring that changes do not adversely affect our customers' use of the system.
- **Employee training and background checks:** A limited number of classified employees are allowed to access systems containing customer data to perform maintenance, monitoring, and backups. These employees undergo background checks, regular security training, and random audits of their work.

“A single breach of your clients' sensitive data can entangle you in regulatory scrutiny and costly litigation for months or even years.”



## Application Security

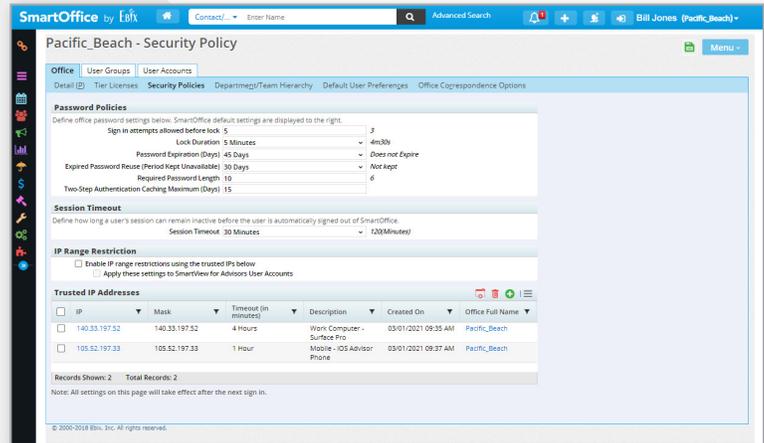
With SmartOffice, your data belongs to you, and we have the application security features necessary to keep that data safe.

- **Password hygiene:** Set strong policies related to password length, complexity, expiration, and reuse.
- **Multi-factor authentication:** Require a one-time code in addition to a password to keep user accounts extra secure.
- **Biometric authentication:** Enhance security on your mobile device by enabling TouchID/FaceID (iOS) or fingerprint (Android) authentication in our mobile app.
- **Session and access control:** Restrict logins to certain IP addresses (e.g., just your office network) and/or times of day, and set the timeout period for inactive sessions.
- **Multi-office visibility rules:** Set up office hierarchies and define data visibility rules for each level to facilitate supervisory oversight and enforce compliance.
- **Record privatization:** Allow users to make contacts, notes and other records private to themselves and select users.
- **Access logging:** Keep track of system access with logs that show user logins, including times, IP addresses and session length.

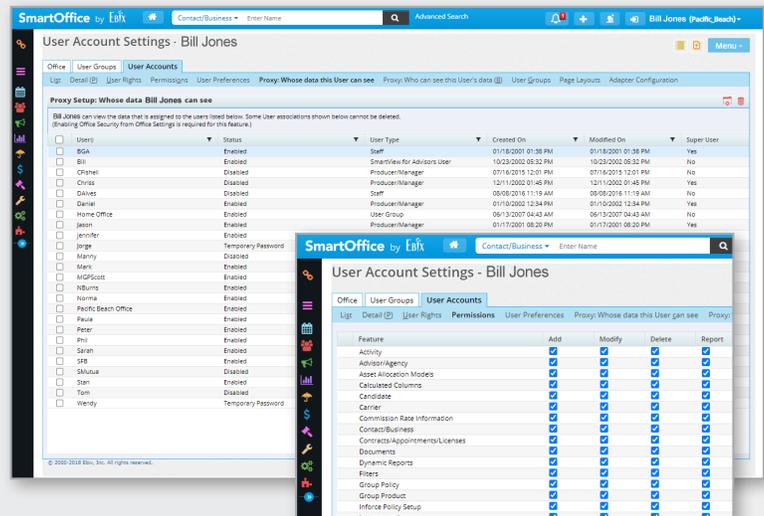
## Ongoing Review and Improvement

SmartOffice constantly monitors, reviews, and improves security controls, policies, and procedures to ensure the best possible protection for your data. This commitment to constant improvement strengthens means that, with SmartOffice hosting solutions, you can run your business with the utmost confidence.

Request more information at [www.ebixcrm.com/ContactUs](http://www.ebixcrm.com/ContactUs) or call us at 800-777-9188.



- Establish rules for office access, including IP address restrictions, password complexity, session inactivity, and much more.



- Specify the types of data users can see—and what they can do with that data.