



InfoReady IT Summary

Below is summary of common inquiries from IT departments related to the implementation of InfoReady technologies.

Credential Management

- All passwords stored locally use a one-way salted hash
- Local marshaling of credentials of Single Sign On (SSO support)
- SSO support includes InCommon, Shibboleth, LDAP, etc.

Service Model

- Software-As-A-Service
- Multi-tenant, Single instance implementation
- All data logically separated

Technology Stack

- Java, JavaScript, MySQL, Linux, Apache, WildFly infrastructure

Hosting

- Hosted within borders at Amazon Web Services (AWS).
- AWS protection and monitoring services deployed.

Security

- Veracode for MPT and automated vulnerability scanning
- AES 256-bit encryption of data
- 128-bit SSL certificates
- DMARC Compliant

Data Management

- All data in-transit and at-rest is encrypted.
- Data is typically classified as category 1

System Availability

- System outage notifications can be sent to client-specified notification list.
- Client service support is available through email, telephone, and a self-service portal.
- Maintenance windows are Monday and Friday mornings.

Software Upgrades

- Major releases occur throughout the year, typically once per quarter.
- Minor releases occur typically every other week.
- All clients receive all upgrades.



System Back up and Disaster Recovery

- Daily backups of all servers (Elastic Compute Cloud-EC2) containing client data are completed.
- Daily backups are maintained for 35 days.
- Monthly backups of the same servers are completed and maintained for one year.
- All backups are replicated to our designated disaster recovery site.
- Segregated Disaster Recovery region (Oregon, US-West-2) with 4 hr warm failover commitment.
- Business Continuity Plan is maintained to protect critical business processes from the effects of major failures or disasters. The plan is tested annually.

SOC 2 Type 2 Report available upon request

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Any further questions or concerns can be sent to
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