

# Xerox<sup>®</sup> DocuShare<sup>®</sup> Private Cloud Service

## Hosted Security Overview

Xerox<sup>®</sup> DocuShare Private Cloud Service provides all the features and flexibility of Xerox<sup>®</sup> DocuShare<sup>®</sup> enterprise content management, with the added advantage of being hosted in our private cloud environment. Xerox managed data centers provide you with maximum security, privacy and redundancy. We go to great lengths to ensure our processes, procedures, technology and physical environment are optimized for security. This lets you confidently collaborate, share and manage your information in our private cloud.

### DocuShare Application Security

Xerox employs both internal and third-party resources to perform formal architecture and code reviews, network and application penetration tests, and audits to identify and remediate software vulnerabilities. Security is an integral component of our software development lifecycle, from requirements gathering, to design, through implementation, and then continuous monitoring and ongoing testing to ensure the application remains secure. Log analysis and monitoring, intrusion detection tools, and other mechanisms ensure constant situational awareness of the state

of your DocuShare installation. Tiered application deployment insures multiple levels of firewall protection.

### Enterprise Risk Management

Xerox maintains a strategic information security framework based on regular assessments of the threats, vulnerabilities, and business impact to protected information systems from a variety of attackers and contingencies. This framework is reviewed at least biannually. The framework encompasses enterprise-wide information security as well as issues specific to the DocuShare cloud hosting environment. Xerox also maintains a comprehensive set of policies, procedures, and tools to ensure continuous compliance with internal and external security guidelines.

### Comprehensive Reporting and Audit Trails

Xerox provides reporting capabilities and comprehensive audit trails for most actions or activities that occur within DocuShare. Administrators can track account actions, document lifecycles, sharing activity and more.

- Track user name, email address, IP address, date/time for all actions
- Generate detailed reports and sort by group, date range, file or user
- Predefined reports give insight into potential security concerns



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## Sophisticated Data Encryption

Xerox uses state-of-the-art technology and industry best practices for data encryption during transit to and from the Xerox cloud, as well as while stored within DocuShare.

- Encryption at transfer with high-grade SSL and at rest with 256-bit AES
- Content Delivery Networks for transfer optimization and additional encryption cycle
- Encryption keys are securely stored in separate locations and frequently rotated

## Comprehensive Network Protection

Our private network is constantly monitored and undergoes frequent threat assessments to ensure data protection; multiple Internet backbone connections provide routing redundancy and high-performance connectivity.

- Servers reside behind robust firewalls that selectively grant access to network resources on an as required basis
- External penetration testing ensures system security and validation
- Intrusion Detection System (IDS) monitors network traffic

## Data Center Security and Availability

Xerox uses multiple data centers to host its application and data, providing essential redundancy. All data centers employ physical security, strict access policies and secure vaults and cages.

- Xerox has been issued an SSAE 16 Type II report, and data centers include biometric entry authentication and 24/7 armed guards
- N+1 or greater redundancy for all components of essential systems
- Uninterruptible power and backup systems, plus fire/flood prevention at storage sites

## Your Privacy is Paramount

First and foremost, Xerox takes every security measure to make sure confidential information stays that way. We provide administrative, technical and physical safeguards to help ensure your organizational compliance requirements are met. Our data centers are compliant with ISO 27001, HIPAA, PCI-DSS and SOX guidelines.

- Xerox has been issued an SSAE 16 Type II report and is Safe Harbor certified
- Configurable security settings and access controls are available

## Disaster Recovery and Business Continuity

Xerox maintains backups of all your data as well as redundant hardware to minimize the business impact of hardware failures, site unavailability, natural disasters or other contingencies. Disaster recovery plans and tools are tested annually on a live reference installation of DocuShare.

## Data Center Locations

Xerox managed data centers provide global visibility with regional compliance.

### Canada

- Primary: North York, ON
- Secondary: Toronto, ON

### Europe

- Primary: Telford, UK
- Secondary: Newport, UK
- Primary: Paris, FR
- Secondary: Tours, FR

### United States

- Primary: Lexington, KY
- Secondary: Sandy, UT

