# GlobalSearch® C2 Security Overview

**square9®**
softworks

## Introduction

GlobalSearch® C2 is a secure, compliant cloud hosted Enterprise Content Management repository designed to capture and control all of your business-critical information. With GlobalSearch C2, it's never been easier to manage a wide variety of information ranging from PDF files, scanned images, Microsoft Office Documents, email messages and more.

GlobalSearch C2 utilizes Amazon Web Services (AWS) as it's cloud computing platform. As a leading provider of cloud computing services, AWS provides Square 9 with a highly scalable and dependable platform to run its applications including GlobalSearch, GlobalAction® and GlobalForms®. It is the of the utmost importance to AWS to provide both application developers like Square 9 and its user community with a platform that builds trust and confidence by helping to protect the confidentiality, integrity, and availability of your data.

For a full overview of security policies for Amazon Web Services, please click here for further information. To request copies of the most recent AWS SOC reports (SOC 1,2 & 3) please contact AWS Compliance directly here.

## GlobalSearch C2 Infrastructure Security

**Physical Security -** AWS provides GlobalSearch C2 with an application environment that is state of the art and leverages the experience that only Amazon has in operating large-scale data centers. These data centers include a full range of protection including:

**Physical Access to the Data Center -** Access is strictly controlled at both perimeter and building egress points by both security personnel, video surveillance, and intrusion detection systems. All staff must pass through a two-factor authentication at least twice to access the data center floors.

**Fire Detection & Suppression -** Utilize smoke detection and a variety of sprinkler systems in all data center environments.

**24/7 Power Systems -** Includes redundant electrical systems, uninterrupted power supply (UPS) and backup generators.

**Climate & Temperature Control -** Data Centers are conditioned to maintain atmospheric conditions at optimal levels which are monitored by both systems and personnel.

**Data Encryption -** There are three different levels of encryption available for GlobalSearch C2 administrators to consider. This includes the encryption of documents at rest, encryption of data at rest and the encryption of data in transit.

**At Rest Document Encryption** - At rest encryption of any documents stored in a GlobalSearch C2 repository is a standard security practice. At rest encryption of you documents leverages strong multi factor encryption which uses a unique key. Server-side encryption leverages the strongest block ciphers available, 256-bit Advanced Encryption Standard (AES-256 to protect your documents).

**At Rest Encryption of Data -** At rest encryption of your SQL data is an option available to customer who wish to utilize sensitive information as index values for retrieving documents through stored searches. Examples of sensitive information include Personally Identifiable Information which could be used to identify an individual such as a social security numbers or date of birth. At rest encryption of your SQL

data is achieved using Microsoft Transparent Data Encryption (TDE) which performs real time I/O encryption and decryption of your data and log files. As a specialized service, the use of database encryption through TDE is available only as an optional feature for GlobalSearch C2.

**In Transit Encryption -** Finally, encryption of your information in transit is managed through the use of the Secure Socket Layer (SSL) protocol which utilizes security certificates to establish a secure connection between the web server and the browser.

**Durability & Reliability -** AWS provides GlobalSearch C2 with a highly durable infrastructure for storing your business-critical information with redundant data stores which synchronously store your data across multiple facilities. *This provides GlobalSearch C2 users with 99.999999999 durability and 99.99 availability over any given 1-year period on the disk subsystems used to support C2.* Square 9 further protects the durability of your GlobalSearch C2 by instance by providing nightly snapshots of your application database which are stored automatically for 60 days. Document storage in GlobalSearch C2 is fully backed by the Amazon S3 Service Level Agreement which is detailed here.

**Compliance -** Compliance of regulatory mandates is a shared responsibility between AWS, Square 9 and the customer. AWS and Square 9 look to bring together governance focused, audit friendly service features that allow our customers to deploy compliant applications. Through the use of a highly protected network infrastructure and a scalable and granular application security model, customers may design solutions to meet a variety of industry standards including the following:

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|---|---|
| SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70) | ISO 9001 / ISO 27001 |
| SOC 2 | ITAR |
| SOC 3 | FIPS 140-2 |
| FISMA, DIACAP, and FedRAMP | MTCS Level 3 |
| DOD CSM Levels 1-5 | Family Rights and Privacy Act (FERPA) |
| PCI DSS Level 1 | Health Insurance and Portability Act (HIPPA) |

While Square 9 and AWS Provide the tools for achieving regulatory compliance it is the responsibility of the customer to design and test their use of the technology in a compliant manner.

## GlobalSearch C2 Application Security

GlobalSearch C2 delivers a granular security model for protecting your most sensitive information from unauthorized access. Security is set by a GlobalSearch Administrator.
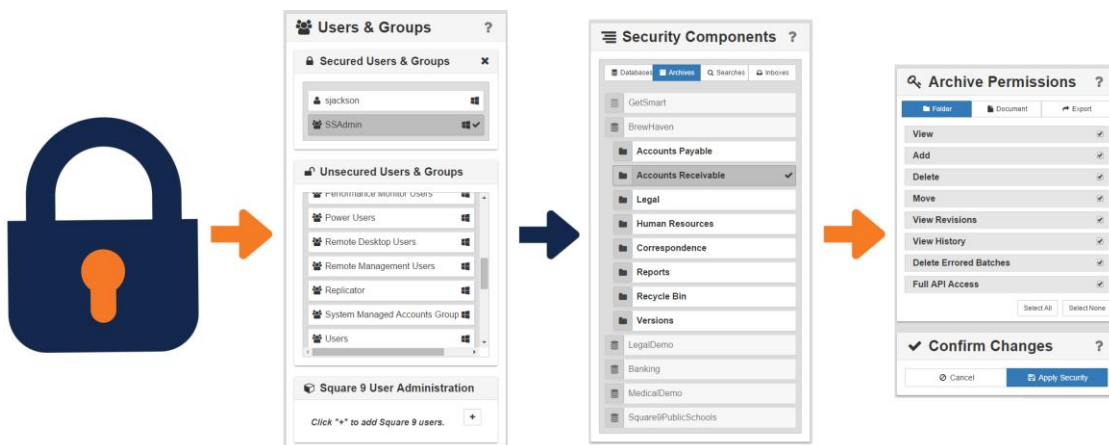
**Database Security -** Before users can access GlobalSearch, they must first be granted access to a database and permissions must be applied to the objects in the database. Each database within GlobalSearch has its own set of user permissions.

**Archive Security -** Within each database in GlobalSearch C2 there are document repositories called Archives. The Archives each have specific attributes that describe how records stored within them will be indexed. The database administrator must grant permission to a user before they can access an archive. Archives are (optionally) not visible to users who lack the necessary permissions to view them, allowing administrators to hide entire sections of a database if necessary.

**Search Security -** All documents within an archive are located and viewed through the use of a stored search. Searches may be static or variable and may also be set as a default for viewing documents whenever an Archive is selected. As with all other security options, a user must be added to the Secured Users and Groups list prior to assigning database permissions.

**Document Level Security -** While permission may be granted to a user for viewing a document. GlobalSearch provides granular control over what can be done with or to the document once it is accessed. This includes editing a document (rotating, replacing, or deleting pages), modifying its index data, adding annotations. Distribution of an accessed document is also controlled including the ability to print, email, export or launch a document from within GlobalSearch C2.

**Audit Trail -** With the audit trail capabilities within GlobalSearch C2, administrators cannot only control who can access or modify a document, they can also gain insight into these actions through the use of Audit Trail security. Administrators can easily see who viewed, edited, emailed, or moved a document as well. Audit trail reporting may be performed on a single document or on the entire contents of an archive and exported for reporting.
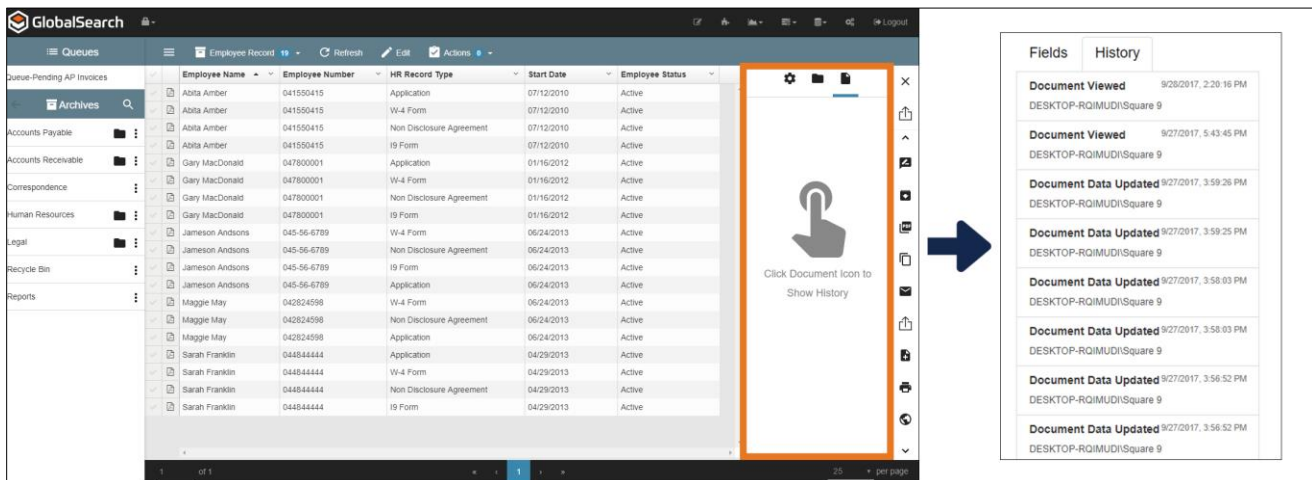
## Conclusion

GlobalSearch C2 provides a strong, secure cloud hosted platform that combines the industry leading strengths of the Amazon Web Services cloud computing platform with the granular application security model of GlobalSearch. Together these products deliver a highly scalable and dependable platform for managing content in even the most demanding environments.

With industry best practices like geographic collocation and nightly application snapshots, both data durability and availability are ensured. Finally, with the use of both at rest and in transit encryption, GlobalSearch C2 leverages the highest security protocols available to protect the sensitive information you care about most.

Together Square 9 Softworks and Amazon Web Services provide organizations of every size with the tools needed to embrace a secure and compliant cloud hosted Enterprise Content Management strategy.

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