



RS Production Cloud Service Data Security

RS Production Cloud Service

Microsoft Azure

Our servers are running in Microsoft cloud service Azure, which complies all the needed certifications (<http://azure.microsoft.com/en-us/support/trust-center/compliance/>)

- SOC2 Type2
- ISO27001
- PCI DSS

Standalone client works without an active connection to the server (in Azure)

No data loss if connection to the server is lost

Client syncs all data when server is up and running again

Client communicate primarily over HTTPS with HTTP as fallback.

RS Production Cloud Service

Database servers (Microsoft SQL Server)

- OS: Windows 2012 Datacenter
- No public ports open to the Internet, all communication between app servers and database servers on internal LAN in Azure.

Database backup plan

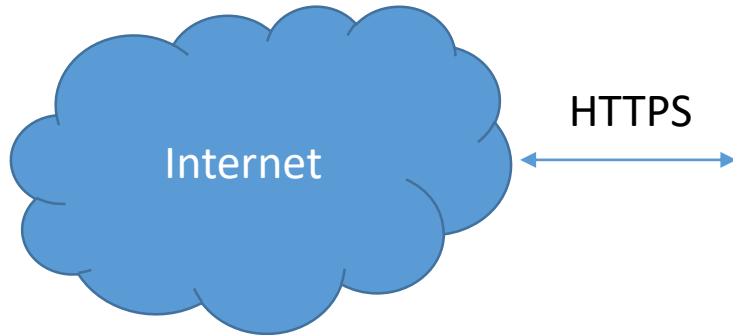
- Full backups two times / day
- Transaction log every hour

RS Production Cloud Service

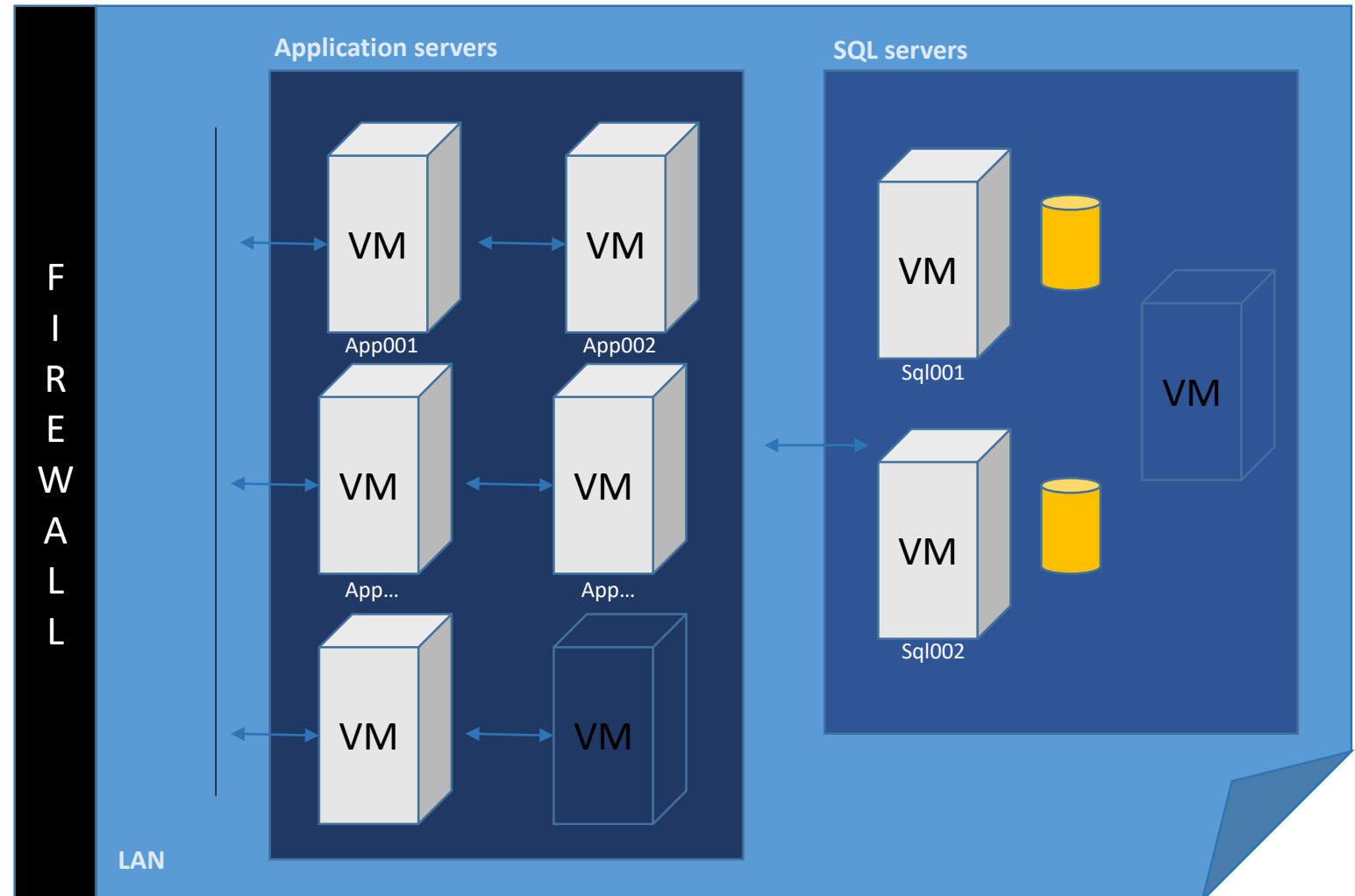
Application servers

- OS: Windows 2012 Datacenter
- Runs RS-Production service (server software), communicates with clients through HTTPS or HTTP as fallback if the customer do not have port in firewall open for HTTPS.

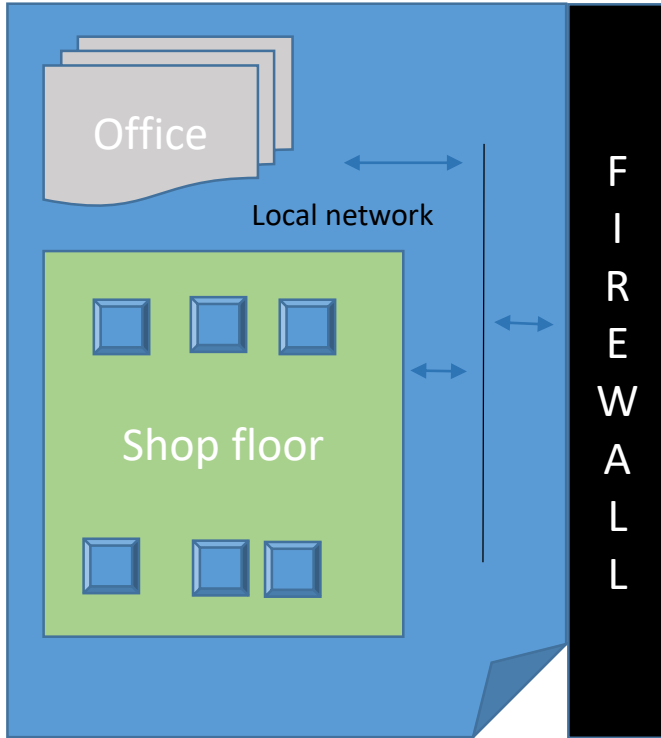
Azure deployment



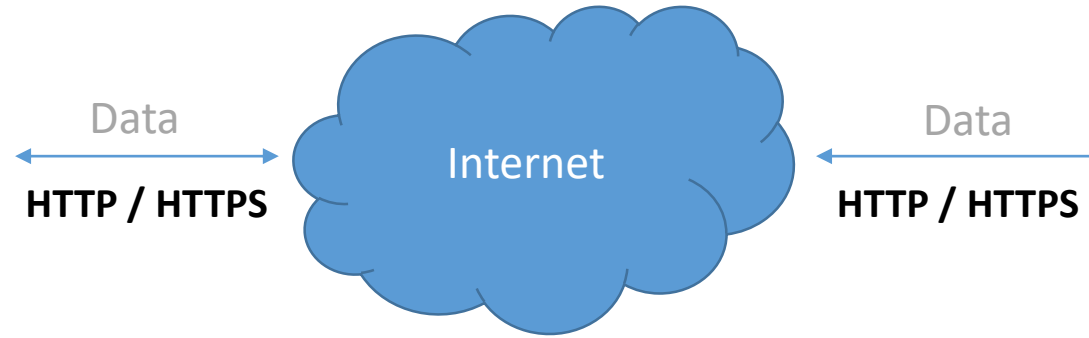
- Azure is used as a flexible server co-location service using virtual machines.
- Each application server hosts between 3-7 customers.
- Each customer has a Windows service running at the application server.
- All data is stored in SQL Server, one database per Customer.



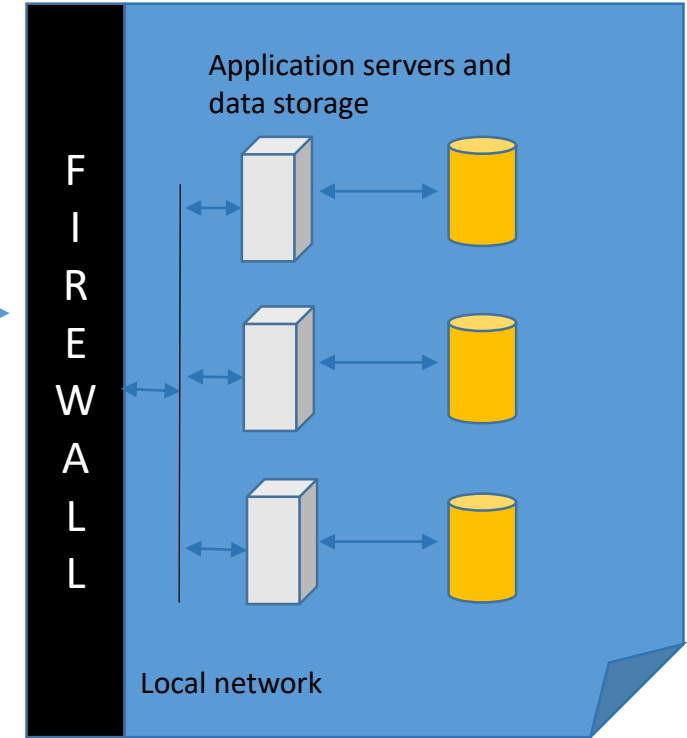
Factory



Data collection / Analysis



Azure



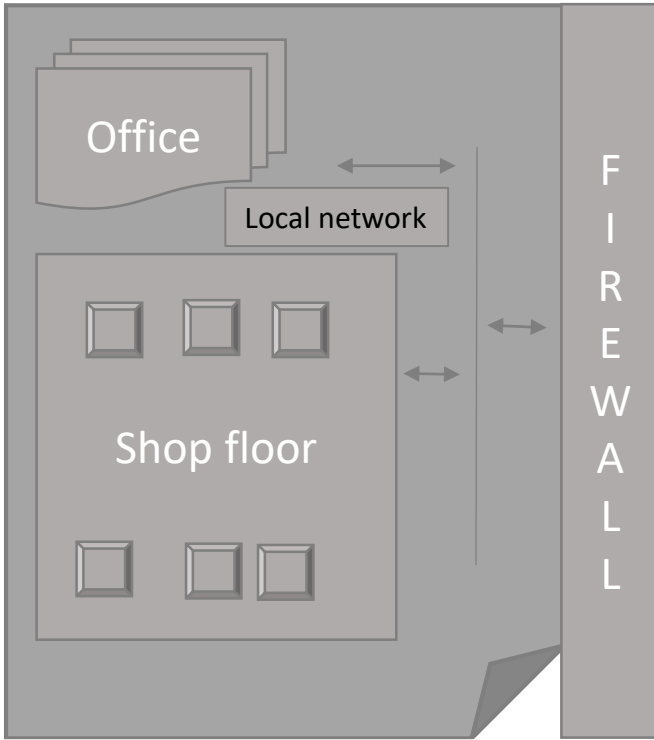
Data storage / Computing power

The RS Production client always first tries to connect through HTTPS if it fails it will failover to HTTP.

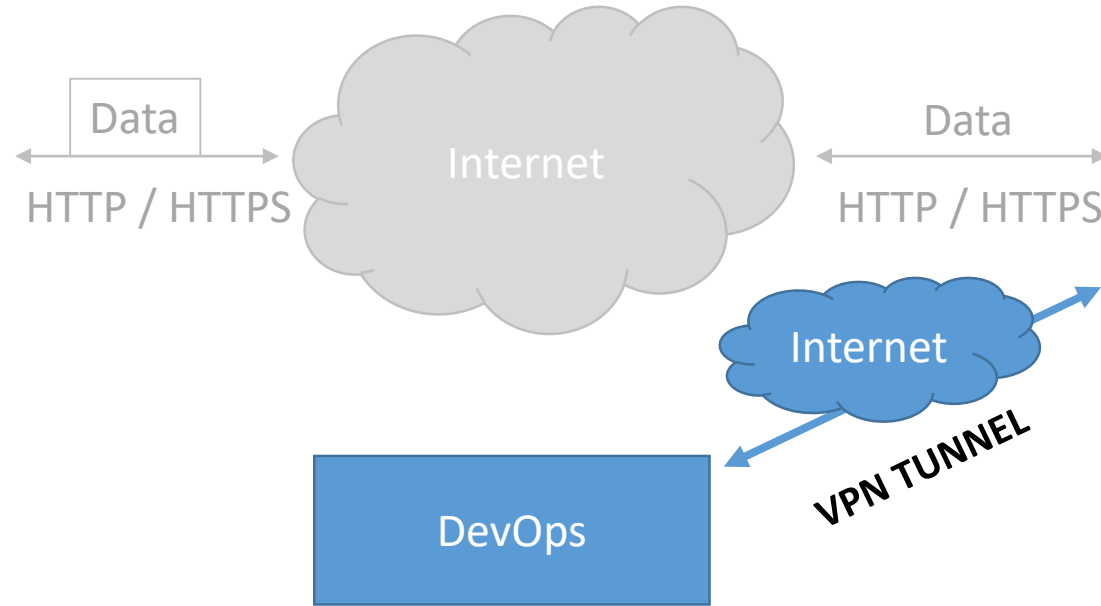
If the Customer / Factory has opened their firewall to support HTTPS (encrypted HTTP) then the RS Production servers located in Azure will communicate over HTTPS, otherwise over HTTP.

RS Production mobile app always communicates over HTTPS.

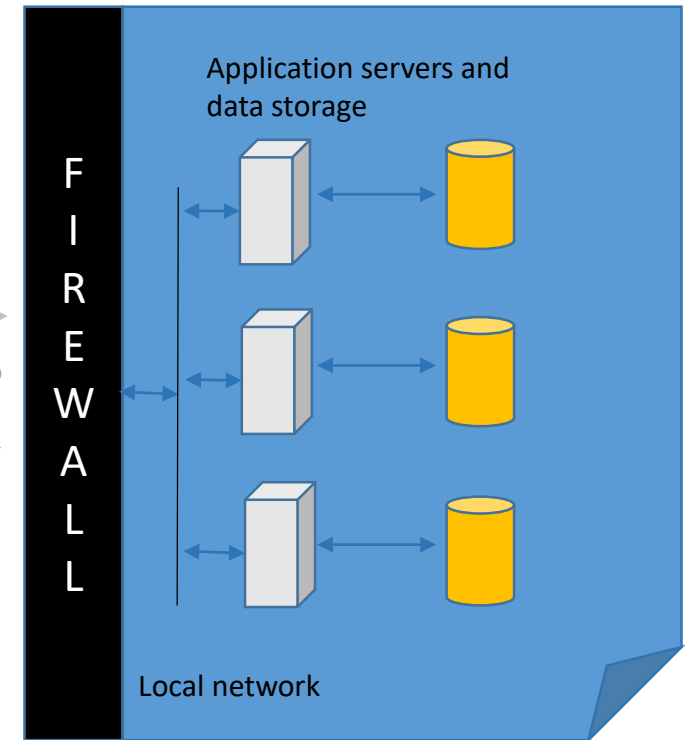
Factory



Data collection / Analysis



Azure



Data storage / Computing power

Ports opened in the Azure firewall for RS Production is HTTP (80), HTTPS (8080).

Other traffic for system administration requires a secure VPN tunnel in order to access the infrastructure in Azure.

Each installation have their own database. Installations never connect to any other database than their own. Customers never connect to the database manually. All connections goes automatically through the software.

Database isolation

- Every unique installation (local customer) has their own SQL database instance
- Data from two or more customers are never mixed in the same SQL database.

Virtual Machine (VM) isolation

- Several customers services runs on the same server (Virtual machine)
- No users ever connects manually directly to the virtual machine
- Users only connect to the Virtual Machine through the RS Production Client on port 80 or 8080
- The Virtual Machine is only used to host the different RS Production Services
- The Virtual Machine is only accessible through VPN available for Good Solutions' development and support teams
- No users or customers can ever acces the actual Virtual machine.