

OpenText™ Active Community

Security, Reliability, and Data Privacy for Your B2B Supplier Information

What is collaboration without security? Many companies recognize the value in working closely with partners to drive production of their services and products, but collaboration at this level requires efficient communication and sharing of information. If any of that information is confidential, then companies must avoid data loss and minimize risk by investing in secure solutions. Any inability to control access and protect valuable data could cause delays, a decline in competitiveness, or even damage the long-term collaborative process with partners and suppliers.

Collaboration requires confidence. Companies must have confidence in their partners and their B2B operations to keep services and products flowing to customers. They must be able to share sensitive information and know that partners will not lose it or share it with external parties or competitors. This confidence must also extend to the tools and processes used for supplier information management and onboarding.

Collaboration requires consistency. A winning team on the playing field can't succeed if communications between teammates are cut during the game. Similarly, companies can't expect to deliver services and products while remaining shut off from the tools and process that normally drive collaboration in their partner community. To support consistency, a reliable platform with high availability and disaster recovery capabilities should not only be desired, but required.

Security

OpenText Active Community is logically segmented to ensure customer proprietary information is not shared across communities. This provides assurance that proprietary data is not inadvertently shared between customers.

Each OpenText Active Community user is authorized to access only the communities to which they belong. Once authenticated, a user can only access the community

KEY FEATURES

- Prevent proprietary information from being shared across communities with logical segmentation
- Apply authorization rules and set data masking based on user roles
- Secure supplier information in Tier 4 data centers
- Collaborate confidently with redundant production environment and 99% Service Level Availability target
- Ensure minimal loss in event of disruption with multi-level data integrity and backup
- Keep data private with certified compliance under the EU Safe Harbor framework

PRODUCT SNAPSHOT

Active Community is hosted in a fully-redundant, Tier 4 data center that provides data replication required for business continuity. The data center includes state-of-the-art hardware with redundant routers and firewalls, redundant load balancers and switches, redundant web and application servers, and redundant data base management systems allowing for automated failover.

(and therefore the data) with which they are associated. Within a community, additional authorization rules apply based on the user's role within the community. This includes the ability to mask specific data fields in order to further protect sensitive data and limit visibility.

In addition to the logical security features, the application servers reside in a Tier 4 data center which provides highly controlled physical security. The Active Community application is also protected at the network level by two firewall layers and intrusion detection and prevention services. Furthermore, as a private cloud solution provider, OpenText has SSAE-16 audits performed regularly (SSAE-16 is a SOC 1 Type II report).

Availability

OpenText Active Community provides infrastructure, software, and procedures that deliver high availability and service quality.

We provide a redundant production environment with multiple application servers and primary and secondary database servers. In the event that a primary database server fails, our services will failover to the secondary database to ensure optimal performance for all of your users. Additionally, we have consistently met or exceeded a 99% Service Level Availability target with all our customers.

Reliability & Disaster Recovery

A full-scale, disaster recovery plan means consistent performance in the event of a regional disaster. Services are hosted in geographically separated but similarly equipped Tier 4 data centers. To ensure reliable performance in the event of a disaster we perform tests on a regular basis and have established procedures to switch over to the DR data center upon declaration of a disaster by OpenText. If one occurs, OpenText restores your data to ensure you are up and running within 24 hours. We also provide multi-level data integrity and backup to ensure rapid recovery with minimal data loss for daily operations.

OpenText Active Community has invested in every step along the way to minimize risk in the delivery of SaaS for supplier information management. For more information on how we ensure your data is both completely secure and always available, please feel to contact us directly to speak with a representative.

“With Active Community, we can push our goals through our supplier and consultant communities securely. And that means we can drive our business off of our values.”

FORTUNE 500 WHOLESALER

Data Privacy

The value of enterprise information has increased along with the potential risks in handling and storing of such information. Recognizing both value and risk, OpenText has rigid standards for data privacy. For companies that do business in Europe, we have certified compliance with the US-EU Safe Harbor framework. Also, OpenText has created a privacy policy with the enterprise and the value of enterprise information in mind. We do not sell or use our customer data. In addition, we have structured our incident management policy so that your company can expect a prompt response in the event that data might be compromised. Many of the world's leading companies trust OpenText to handle their data and we take that responsibility seriously.

www.GXS.com

NORTH AMERICA +1 800 503 9190 | +1 301 340 4000 • BRAZIL +55 11 2123 2500
EUROPE, MIDDLE EAST & AFRICA +44 (0)1932 776047 • JAPAN +81 3 5574 7545 • HONG KONG +852 2884 608