



Winscribe Cloud Security

Winscribe Cloud: Data Center & Security

Organisations large and small are migrating to the cloud for business applications. Winscribe Cloud, a Software-as-a-Service (SaaS) model for acquiring Winscribe's software, is the answer to many organisations looking to implement an enterprise speech technology solution without the IT burden. With no software or servers to buy, install, maintain or upgrade, the popularity of this service continues to grow with organisations that are increasingly asked to do more with less.

With Winscribe Cloud, you can rapidly improve business performance by eliminating capital expenditure for software and servers, reducing IT resource needs and accelerated deployments.

World Class Data Center

- Servers are housed in a state of the art data center that offers the following features:
- Staffed only with certified security and networking teams
- Secured by keycards, biometric scanning and constant surveillance
- All HVAC systems N+1 redundant
- Conditioned power provides all servers with

uninterrupted power supply

- State-of-the-art fire suppression system
- Fully redundant, enterprise-class routing equipment

World Class Security

Winscribe Cloud's security is a powerful, fully integrated portfolio of services, managed applications and best practices – all designed to ensure the highest levels of productivity and security for your business.

Winscribe Cloud covers all three critical security areas: physical security; operational security; and system security. Physical security includes locking down and logging all physical access to servers at our data center. Operational security involves creating business processes that follow security best practices to limit access to confidential information and maintain tight security over time. System security involves locking down application systems from the inside, starting with hardened operating systems and up-to-date patching. Winscribe Cloud supports a full range of dictation hardware.

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A SECURE AND
COST-EFFECTIVE
SOLUTION TO
YOUR DICTATION
NEEDS

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Physical security.

- Data center access limited to data center technicians
- Biometric scanning for controlled data center access
- Security camera monitoring at all data center locations
- 24x7 onsite staff provides additional protection against unauthorised entry
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

System security.

- System installation using hardened, patched OS
- System patching configured to provide ongoing protection from exploits
- Dedicated firewall and VPN services to help block unauthorised system access
- Data protection with managed backup solutions
- Dedicated intrusion detection devices to provide an additional layer of protection against unauthorised system access
- Anti-virus software to provide protection against new and unknown threats
- Distributed Denial of Service (DDoS) mitigation services

Operational security.

ISO17799-based policies and procedures, regularly reviewed as part of our hosts' SAS70 Type II audit process:

- All data center employees

trained on documented information security and privacy procedures

- Access to confidential information restricted to authorised personnel only, according to documented processes
- Systems access logged and tracked for auditing purposes
- Secure document-destruction policies for all sensitive information
- Fully documented change-management procedures
- Independently audited disaster recovery and business continuity plans in place

Operational Security – Application Environment

- Best practices used in the random generation of initial passwords
- Passwords encrypted during transmission (only when using SSL)
- Secure media handling and destruction

Easy set-up and administration.

Winscribe Cloud offers silent installs – with programmable MSI packets as well as Web download installations. Its web-based administration program enables managers to access the product from any location anywhere in the world, offering increased flexibility for an enhanced service anywhere at anytime with a very low cost of ownership.

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