Technical FAQ Paper

EPOS Manager

Hosting, security, data storage
and business continuity

EPOS

EPOS Manager
Cloud

End-User   EPOS Connect   IT Admin
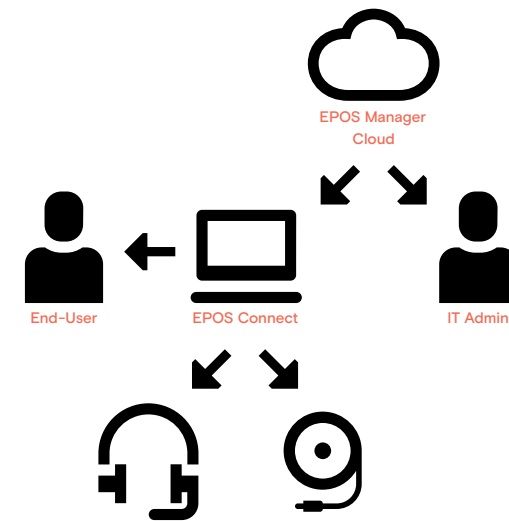
Introduction

EPOS Manager is a cloud-based enterprise SaaS (Software as a service) from EPOS.

It provides asset, update and configuration management as well as reporting capabilities for EPOS headsets and speakerphones.

Solution Overview

The solution consists of two versions:

– EPOS Connect – The client application installed locally on each computer managing the end-user's headsets or speakerphones.

– EPOS Manager – The IT administrator version hosted in Microsoft Azure.

Hosting Provider,
Location & Scalability

Who is the hosting provider?
Microsoft Azure cloud.

Where is the solution hosted?
The solution is hosted and the data is stored in 1 of the 17 Microsoft Azure regions. This region is Northern Europe (Ireland).

What type of infrastructure is used?
EPOS Manager is a SaaS (Software as a service) solution. It uses Microsoft Azure cloud services and Microsoft Azure SQL/NoSQL databases, with Microsoft operating all infrastructure, nonapplication software, and all typical SaaS services, such as backup and encryption of stored data.

EPOS has no access to the underlying Microsoft Azure platform, either hardware or software. The EPOS solution is designed to fully leverage the capabilities of the existing Microsoft cloud platform.

How is scalability of the solution achieved?
The solution is scaled by using Microsoft Azure scale-in and scale-out capabilities for the Azure cloud service platform and Azure SQL/NoSQL databases.

Data Access,
Encryption & Security

How is the data segregated?
Customer data is stored on a multitenant basis. This means that customers share databases with customer data logically segregated.

How is the data encrypted?
Data is encrypted both in transition and at rest (inactive data stored in databases).

- In transition – All network traffic between the solution entities is secured through TLS1.2 with 256-bit AES encryption If enabled in browser.

- At rest - Encrypted with 256-bit AES using "Azure Transparent Data Encryption."

How is the data backed up?
The data is automatically backed up by Microsoft Azure and can be restored up to 14 days back.

Who can access the data?
Data can be accessed by the tenants after logging into EPOS Manager, EPOS restricts internal access to the data on a need-to-know basis for operating, supporting, developing, and monitoring the solution.

Has the security of the solution been reviewed by a 3rd party?
Yes, the most recent review took place in April 2016. The solution was assessed against OWASP top 10, SANS top 25, and other security vulnerability rosters using commercial tools such as Acunetix and manual testing. All relevant issues were fixed before the release.

What ports are used between EPOS Connect/EPOS Manager

Microsoft Azure Cloud	
Ports	Comment
443	Network traffic – Default internet port for secure traffic https
443	Logging – EPOS Connect, Pro & Frontend analytics. Default internet port https

EPOS Connect authentication at EPOS Manager
As part of distributing the end-user client to a user, an account-specific encrypted file is deployed and stored on the end-user PC. This allows the client to connect to the appropriate tenant account.

Data Collection

What data is collected?
The data collected can be divided into the four main parts below (with examples).

Auto-collected data for the solution to operate
– Device information, eg ID, FW version.
– Computer information, such as operating system and type, model.
– Call information, such as number of calls and duration.
– Softphone information such as softphone name, version and usage for reports.

Personal identifying data
– Name
– Email
– Telephone number
– Ip Address
– Mac Address
– Machine name

Company data
– Tenant data entered during registration e.g. email, company name and country
– User data retreived when available; Officename, country and city

Error logging
– Unexpected behavior and usage of EPOS products to provide support and improve overall product line

Timestamps
– Timestamps are collected on the system of the users and the devices. This is used to determine the usage of the system and create reports. These timestamps have an accouracy of 2 hours.

Reports & APIs

What type of reports are provided?
EPOS offers a number of prebuilt reports that are accessed via the EPOS Manager web interface.

Can a tenant access the data directly?
No, this is currently not supported.

Business Continuity & Disaster Recovery

Does the solution offer disaster recovery?
Solution and data can be recovered unless both the backup data and live data are destroyed simultaneously in the Microsoft data center. Microsoft Azure offers geo-replication that would mitigate this theoretical risk.

Support
For further information on EPOS Manager or support questions, please contact EPOS
software-help@eposaudio.com

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