Data Sheet

Security Overview

Enterprise-class security and precise access controls keep your data safe

U.S. government agencies and Fortune 100 corporations depend on Agiloft to keep their data safe. That's why we work tirelessly to ensure that every part of the Agiloft application, infrastructure, and organization implement the best practices necessary to provide military-grade security to our customers. And we engage third party security specialists to actively test compliance.

We employ a multi-layered security policy, which is summarized below.

Third Party Validation

Agiloft engages specialist third-party security firms to perform web vulnerability assessments of the Agiloft application and our hosting infrastructure, either yearly or more frequently if there have been significant changes.

This assessment uses both manual and automated techniques to search for technical vulnerabilities and is completed according to OWASP Top 10 standards, ensuring the highest confidence in testing. A copy of the most recent security audit can be provided upon receipt of a signed NDA.

Agiloft was tested by a security team from the U.S. Air Force and approved for deployment on the Secure Network at the U.S. Department of Defense. Agiloft was also reviewed and approved for deployment by a security team from the National Aeronautics and Space Administration (NASA).

The product was audited by Skyhigh Networks division of McAfee and received the highest possible rating of Enterprise-Ready. The Skyhigh CloudTrust™ Program provides an objective and comprehensive evaluation of a service's security controls and enterprise readiness based on a detailed set of criteria developed in conjunction with the Cloud Security Alliance (CSA).

Additionally, Agiloft is SOC 2 Type 2 certified by the AICPA (Association of International Certified Professional Accountants). SOC 2 is today's standard for certifying a service provider implements and maintains stringent policies that ensure privacy and security of customer data stored in the cloud. With the SOC 2 certification, Agiloft's customers can be confident that their data is secure.

We welcome additional security audits that current or potential customers may wish to perform, and we will provide any assistance required to conduct a rigorous evaluation.

Hosting Infrastructure

Agiloft operates its Hosted Service in one of the premier Silicon Valley data centers, vXchnge, with real-time replication to an Amazon AWS facility in Virginia. We also offer an AWS-only hosting solution with the ability to deploy to any geographic region across AWS's global network. Both vXchnge and AWS offer full regulatory compliance with key standards such as SSAE 18, SOC 2 Type 2, and HIPAA. For more complete security and compliance details, refer to the information listed on each provider's website. For further information about Agiloft's Hosted Service, see our Agiloft Hosted Service data sheet.

Development/QA Process

Agiloft is developed in accordance with the CERT Secure Coding Standard for Java, and the OWASP Enterprise Security API (ESAPI) is used within the application to implement security best practices. Adherence to these standards and Object Oriented Design principals is enforced through manual code reviews by Engineering managers and automatic code analysis.

Security testing of Agiloft's code is an integral component of the software development lifecycle. Code security analysis and testing verify and ensure the security quality of the Agiloft platform against various types of attacks. Senior developers and the Code Security Officer analyze scan reports, classify vulnerabilities, and can apply meaningful prioritization policies to identified vulnerabilities. The Code Security Officer is also responsible for the design, implementation, maintenance, and adherence to secure coding best practices in the engineering teams and QA and for the implementation of software security assurance.

The build process includes scanning for malware using both Symantec Endpoint Protection and NOD32. In addition, the build process includes automated virus scanning. Our Security Assurance team uses Burp Suite Pro to test security against technical exploits by malicious external users or internal power users.

Application Security

The Agiloft application provides precise access control at the record and field level, all managed by extensible group permissions. Agiloft implements security best practices such as encrypting passwords using the SHA-2 one-way hash function and protecting all communications with TLS encryption. Login sessions are automatically expired and terminated after a period of inactivity. The net result of the above permission controls and support for data encryption is secure, precise access and full compliance with privacy standards such as HIPAA.

Audit trails are provided at the record and field level for changes to both the data and metadata. Integrity is maintained at both a physical level through a transactional database with foreign key integrity constraints and at the business/logical level through an active integrity manager.

Privacy

In addition to hosted service in the U.S., we offer hosting on AWS's global network, such as servers located in Canada, Australia, or Ireland for full compliance with Canadian, Asian/Pacific, and EU data privacy laws, including GDPR. We are also a member of the EU-U.S.Privacy Shield framework.

U.S. Air Force

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For More Information

We provide a Security Information Packet (SIP) consisting of our SIG, CAIQ, ITDR, security audit letter, and any other information to meet your security review needs. Additionally, the full external audit report and SOC 2 reports can be made available upon request. Contact a Product Specialist today at 1-888-727-2209 Ext. 1 to learn more about Agiloft security and request our SIP. Visit https://www.agiloft.com/software-security.htm for more.

About Agiloft

Organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit https://www.agiloft.com.