

Cloud Delivery

Enhanced security. Greater accessibility. The confidence that your system is always up to date. These are just a few of the reasons why more organisations are moving their technology solutions to the cloud—and prioritising time, scheduling, and leave management in that transition. As you weigh your organisation's cloud technology options, look to WorkForce Software as your partner for enterprise workforce management. Our SaaS package delivers:

- **Unmatched value** – A low and predictable monthly, per-employee subscription fee covers all your software, hardware, maintenance, and support
- **More immediate returns** – A quicker deployment maximises the return on your organisation's investment
- **Rigorous controls** – We are ISO 27001 and EU-US Privacy Shield Certified and perform annual SOC 1 Type II, ISAE 3402 Type II, SOC 2 Type II, Generally Accepted Privacy Principles, and ISO 27001 audits to ensure strict security and privacy controls and procedures
- **Smooth updates** – Three seamless updates per year minimise disruption and allow your business to stay current
- **Perpetual innovation** – Immediate access to new features keeps your business at the forefront of workforce management best practices
- **Anywhere access** – Pure web-based design gives your workers greater freedom in how they complete timely self-service tasks



Our cloud infrastructure has met the stringent standards of some of the world's leading organisations, who rely on our WorkForce Suite to automate workforce management across business lines and national borders. Hosted in world-class data centers around the globe and managed by our SaaS experts, cloud delivery offers all the workforce management tools you need, with none of the overhead.

Keeping Your System—and Data—Secure

In choosing a cloud provider, there is nothing more critical than security, particularly when it comes to protecting employee data. That's why we've invested heavily in our cloud infrastructure and auditing procedures to make sure that we continually meet—and often exceed—the highest standards for security, reliability, and performance. Selected highlights of our security measures include:

Physical Security

Each of our global SaaS facilities require a key card, PIN and/or biometrics to enter, and are monitored 24x7 with video surveillance. Each facility has at least N+1 redundant power, air conditioning systems, and generators, with at least 24

hours of fuel and Priority 1 refueling (the same priority as hospitals and police). All equipment runs within locked cages or suites. WorkForce Software owns, maintains, and supports all equipment and applications.

Perimeter Security

DDoS services protect against Distributed Denial of Service attacks, web application firewalls protect applications, while firewalls secure traffic from the Internet and between key subnets. Intrusion detection systems continuously monitor the SaaS environment.

We perform routine internal and external vulnerability scans, and contract with third-party security firms to perform independent vulnerability scans, annual data center penetration tests, and annual web application security tests. WorkForce Software proactively analyses security logs to identify security threats.

Data Encryption

The WorkForce Suite SaaS platform support the strongest HTTPS (TLS) encryption available for use by browsers and web services. Data from clock terminals is encrypted over the Internet, and secure protocols are used for bulk file transfers. Data at rest, including backups, are encrypted with AES-256 encryption.

User Authentication

Clients can customise password rules within WorkForce Suite's native authentication systems and/or can use Single Sign-On (SSO) over SAML to authenticate against your directory services.

Database Security

Database access is strictly controlled and monitored. Database access is audited monthly.

Internal System Security

We use non-routable IP addressing, port-redirection, network address translation and other mechanisms to protect systems within the firewalls. All servers are hardened by disabling or removing unneeded services and protocols. Systems are routinely patched for security.

Redundancy and Disaster Recovery

All network components, load balancers, proxy servers, application servers and database servers have redundant hardware. WorkForce Software has multiple redundant Internet providers. We maintain complete disaster recovery facilities with duplicate hardware, software and Internet connectivity. Your data is replicated to standby servers at both the Primary Site and the Disaster Recovery Site.

Backups and Restores

WorkForce Software performs full database backups weekly and incremental backups daily, and stores these encrypted backups at both our Primary and Failover SaaS Sites. Routine restores to verify that backed-up data is accessible.

Operating Procedures

WorkForce Software adheres to documented Change Management Procedures. All changes require approval from the Change Approval Board. Access to the SaaS environment is strictly limited, and access must be approved in advance by our Change Approval Board.

Bringing It All Together

With deep knowledge of industry best practices and a collaborative, client-centered approach, WorkForce Software is one of the fastest-growing and most trusted cloud providers. And we're here to partner with you to accomplish all of your workforce management goals—down to the most complex challenges you face.

How Can We Help You?

Give us a call at 877.493.6723 to speak with an expert about moving your workforce management solution to the cloud or visit us at workforcesoftware.com to request a personalised demonstration.