CLOUD TECHNOLOGY INFRASTRUCTURE

Best-in-class SaaS platform to ensure confidence in your data security.

Agile Frameworks' multi-tenant software platform hosts the latest technologies in cloud, database, and security to ensure best-in-class reliability and performance. We partner with Microsoft Azure® to leverage their world-class infrastructure and diverse geographical footprint to deliver the following benefits:

- A cloud-based infrastructure that allows for platform scalability with flexibility to meet peak demand during the warmer months when seasonality system use spikes to benefit fast load times.

- High-availability and fault tolerant setup by leveraging Azure's redundancy and tooling to ensure our platform is always available to support your mission critical operations.

- Data residency law compliance is a critical item for our Canadian customers, especially when doing business under any government contract. We have a complete Canadian instance of our platform with full data residency within Canadian borders to meet the data governance requirements.

- The MetaField platform is carbon neutral in both the USA and Canada. In addition to being carbon neutral today, Azure is pledged to be on 100% renewable energy by 2025, water positive by 2030, zero-waste by 2030, and net-zero deforestation from new construction.

- We offer zero downtime releases, which allows Agile Frameworks to deploy upgrades, fixes, and if necessary, emergency patches rapidly without disruption and without having to take the system offline.

We take the security of our platform and your data very seriously at Agile Frameworks. We continuously leverage the security features built into the Azure platform and other security tools and process best practices.

SECURITY, CONFIDENTIALITY AND PRIVACY

Our customers' data is highly sensitive. Our partnership with Microsoft Azure ensures the most reliable, secure, and compliant service possible.

Azure uses best-in-class design, process and procedure models, and technology infrastructure. The services they provide include physical security, data center hardening, hardware resiliency, malware protection, firewalling, DMZ and intrusion detection, among others. We leverage Azure's expert partners to ensure we take full advantage of the sophisticated solutions they provide.

Policies and Controls

In addition to infrastructure-level controls, we have instituted application-level policies and controls for the security and confidentiality of customer data.

All Agile Frameworks applications incorporate application-level security for user authentication and require named users for account inception. All users accessing MetaField require a personal account and under no circumstances are public, shared, or "anonymous" accounts allowed.

- All MetaField accounts are locally sourced—no external authentication mechanism (e.g. Active Directory Federations, Facebook, Google, etc.) is allowed except through SAML 2.0 based SSO through our partner Okta.

- For the purposes of external application integration, unique application server accounts (per application server) are required. Generic application accounts are not allowed.

- Where applicable, we use role-based access control for granular definition of a user's permissions within the application.

- Agile Frameworks engages a third-party security firm to conduct monthly external vulnerability assessments of MetaField. The firm produces a comprehensive monthly report and, if vulnerabilities are identified, they detail the nature and type. Agile Frameworks addresses any issues that arise.

- All data transmitted via the public domain is encrypted using the secure socket layer (SHA-2 SSL Certificate) protocol.

- MetaField supports Federal Information Processing Standards (FIPS) compliant PKI based digital signatures through our partnership with DocuSign. AgileStamp® digital signatures are supported by most states, localities, and engineering boards.

BACK-UP, RELIABILITY AND DISASTER RECOVERY

Our systems have an aggressive data protection policy that includes synchronous data replication between geographically dispersed data centers, transactional back-ups every 15 minutes, and daily full back-ups of all databases and systems.

Agile Frameworks seeks to maintain at least an expected availability of 99.982%. This roughly translates to no more than one hour of unscheduled downtime each year.

We use a sophisticated platform to monitor real-time accessibility and performance of our production environments, enabling our team to act quickly if problems arise. Using our monitoring platform, we benchmark and observe trends in terms of our customers' experience as they interact with our applications and services. Our goal is continuous improvement of the user experience.

METAFIELD TECHNOLOGY INFRASTRUCTURE AND DATA SECURITY

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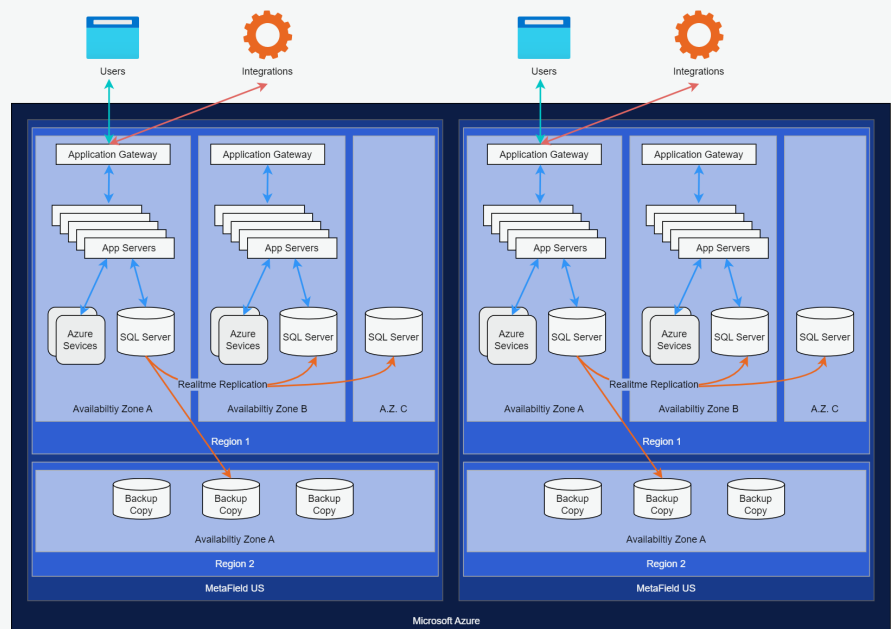
Agile Frameworks® provides comprehensive software-as-a-service solutions that integrate corporate, field, and lab data for business process automation across architecture and engineering disciplines. We transform workflows, create high-value data, and deliver outputs you can trust, resulting in industry-leading productivity and profitability.

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