

PRODUCT BRIEF

# Sentinel EMS as a Service

Sentinel EMS as a Service is a hosted service and managed application based offering for Gemalto's industry proven solution, Sentinel EMS.

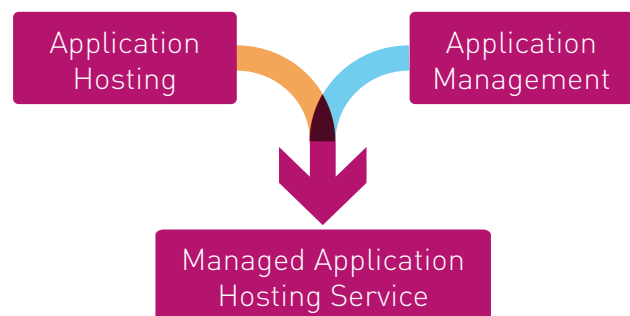
Customers using Gemalto's EMS as a Service benefit from complete operations management throughout the application lifecycle. The service includes well-defined, custom developed processes, procedures and templates ensuring quick and seamless implementation and reliable delivery. Customers can stay focused on their core business, leaving the licensing and entitlement application management to Gemalto.

In addition to secure and reliable hosting on Gemalto's servers, Gemalto provides 24-hour monitoring and support and performs installation, upgrades, patches and data backups for all customers.

Sentinel EMS as a Service is offered in two variants: Standard or Premium. In a Standard deployment, customers benefit from shared resources, however, are completely isolated from one another from a data and security perspective. In a premium deployment, the customer implementation of EMS is hosted on dedicated virtual machines and database instances ensuring another level of isolation. Premium offering will allow for customization options such as CRM backend integration (Oracle, SAP), user interface modifications (inclusion of company logo and branding, email templates) and 3rd party license generators. Customizations may require an additional fee depending on requirements.

## Features & Benefits:

- > **Fast delivery** – Quick and streamlined implementation of Sentinel solutions
- > **Reliable** – 99.99 % uptime (DR option available)
- > **Secure** – Highly secure environment with certified data centers
- > **Expertise** – Managed by product experts with 24x7 monitoring and support
- > **Low capital** outlay and predictable and reduced monthly costs
- > **Focus** on monetization not on management



## Sentinel EMS as a Service caters to solving business challenges:

- > Keep up with changing technology demands
- > Reduce increasing operational costs - need for additional hardware and skilled support staff
- > Maintain focus - concentrate on product development and not IT maintenance
- > Ensure security and reliability - safeguard the online environment

Sentinel EMS as a Service offers peace of mind by offering a comprehensive package including:

- > **Tier 1 Data Center** - with fully redundant physical security, power, HVAC, and network services. Security certifications include ISAE 3402 Type II; SSAE16 Type II, CSAE 3415 Type II and ISO 27001:2013
- > **High Security Standards** - Only designated Gemalto employees and contractors can access the managed services environment; physical access to the data center is protected by card and biometric systems with full in-out logging.

- > **Strong Data Security** - Multi-tiered network that isolates unrelated components and firewall devices to control traffic flow. Critical data is encrypted within the database and all communications are done over encrypted channels (HTTPS, AES-256 IPsec VPN tunnel, SSH, etc.).
- > **Backup Provisioning** - The hosting environment ensures regular snapshots throughout the day; in addition to daily complete database backups.
- > **Maintenance Schedule** - Scheduled maintenance window every month.
- > **Maintenance Notifications** - At least seven (7) days' notice in advance for a normal maintenance event and best effort notifications for emergency maintenance.
- > **Threat Mitigations** - All systems are provisioned with an internal standard deployment designed to protect against most threats known today. The following active systems are in place to aid in threat mitigation:
  - Monitoring systems that validate the health of the servers and functionality of our services.
  - Intrusion detection systems.
  - Dedicated firewall devices which only allow specific ports in and out of our network.
  - A blended multi-provider Internet connection to aid against DDOS attacks.

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