



Corporate Governance & Compliance | Competitive Advantage[®]



The Red Flag Group

ComplianceDesktop[®] Technology Platform FAQ

Q: What is the deployment method and what are the advantages?

- ✔ Our standard deployment uses the Software as a Service model where we provide the hosting. The advantage of this method is that you don't need to install or provide support for additional software or hardware, which means significant cost savings with limited impact on your IT resources.
- ✔ We also have an option for clients to host the platform on their own server.
- ✔ Either way, you buy only what you need, with the option of purchasing add-on applications. You know exactly how much you are paying and what you are purchasing

Q: Are there any limits to how much scalability ComplianceDesktop[®] will allow?

- ✔ As our ComplianceDesktop[®] clients are all multinational Fortune 500 companies, with high demands on performance we have designed the platform to be scalable in terms of both capacity and performance.
- ✔ The service is hosted in internet data centres, allowing it to be scaled according to your needs. Our standard hosting package is currently actively supporting over 10,000 customers. By using a dedicated hosting provider, we also have the ability to provide bespoke hosting solutions that fit any capacity requirement.

Q: Why does ComplianceDesktop[®] use Rackspace, and what services does it provide?

- ✔ We chose Rackspace as a service provider due to its global coverage. With data centres in USA, Hong Kong and the UK, it allows ComplianceDesktop[®] to cater the needs of all our clients, both from a performance and data privacy standpoint. Also, Rackspace has completed an examination in conformity with the SSAE 16 Type II Service Organization Control 1 and has security accreditations under PCI, as well as Safe Harbour certification, meaning our clients will have peace of mind knowing that their internal information will be stored in the most secure fashion possible.
- ✔ Rackspace provides the hardware and network. Hardware options include dedicated servers or mission critical setup, which included dedicated web servers and database clusters.
- ✔ It also provides the backup service on a nightly basis, and anti-virus software to ensure system integrity

Q: What security measures are in place on the ComplianceDesktop[®] Technology Platform?

- ✔ All ComplianceDesktop[®] servers are protected by a firewall and Intrusion Detection System (IDS), which continually scans all incoming traffic for signatures of possible cyber threats. Web pages are all protected by 128-bit SSL encryption. We encrypt not only the contents of all client databases but in addition all passwords stored in those databases. We regularly engage external providers to run penetration tests on our sites and share the results openly with our clients.
- ✔ Our commitment to security was the reason for us receiving and maintaining our ISO27001 Information Security Management certification.

Q: What integration does the ComplianceDesktop[®] Technology Platform support?

- ✔ We offer a number of solutions to integrate with our clients. The most common integration is the Single Sign On which allows seamless access to your ComplianceDesktop[®] instance from within your intranet. We also provide a Web Services platform to simplify the exchange of data between various ERP, Travel & Expenses and Active Directory systems.

Q: What support does The Red Flag Group offer?

- ✔ The Red Flag Group offers end-to-end service level agreements to meet clients' requirements. All ComplianceDesktop[®] Technology Platform subscriptions comes with 24x7 technical support
- ✔ Whatever level of support you choose, The Red Flag Group will be your single point of contact

Q: How long does it take to implement each application?

- ✔ It very varies depending on the applications and your organisation. Some applications can be implemented immediately, whilst others require significant preparatory work. Our advisory teams are available to guide and share best practices to make the process of rolling out your systems as painless as possible.
- ✔ Please feel free to contact your nearby The Red Flag Group office if you would like to find out more about our solutions, or go to www.redflaggroup.com