The Two Sides of Security

At BroadVision, we take the security of your company's data and knowledge very seriously. But there is much more to security than the traditional "keep the hackers out" controls; Vmoso also helps organizations retain and organize their knowledge to ensure that those who are entitled to see it can do. This data sheet presents Vmoso's holistic approach to the two sides of security.

Confidentiality

Access by BroadVision employees to customer data stored in Vmoso is strictly controlled. While the operation of Vmoso does necessitate some employees having access to the systems which store and process your data, this access is only permitted in the context of diagnosing and resolving a problem, unless you have explicitly authorized access for other purposes.

Personnel Practices

All BroadVision employees are subject to background checks before appointment. Employees working on Vmoso systems receive security training when they join the company, and throughout their employment at the company. All employees are required to sign the company's information security policy.

Authentication

In addition to standard Vmoso authentication, BroadVision Global Services (BVGS) can work with you to integrate Vmoso with a wide range of authentication schemes (e.g. LDAP, PKI, OAuth, SAML) and single-sign-on providers including your own existing enterprise systems.

Access Logging

Vmoso maintains an extensive, centralized logging environment which contains information pertaining to security, monitoring, availability, access, and other metrics about Vmoso services. Every login is required, including details of the devices used and the IP address the connection was made from. This applies equally to BroadVision operations personnel, the Vmoso administrators you nominate for your organization, and regular users of the Vmoso application. These logs are analyzed for security events via automated monitoring software, overseen by the security team.

Deletion of Customer Data

Data deleted from Vmoso is "soft deleted" to ensure the retention of a full audit trail, and to maintain the integrity of content relationships. Your data can be "hard deleted" on request.

Return of Customer Data

A complete export of your data can be delivered on request. Of course, once taken outside the Vmoso environment, many of the content relationships are no longer meaningful; our BVGS consultants can assist in customizing the export format to suit your needs.

Data Encryption

All Vmoso traffic is encrypted in transit using industry-standard mechanisms.

Availability

Vmoso provides high-availability by running on fault-tolerant systems that can compensate for the failure of individual servers, or entire data centers. Disaster-recovery procedures are tested regularly, and support staff operate a 24 hour on-call system to ensure rapid reaction to any unexpected incidents.

Disaster Recovery

BroadVision operate extensive backup and recovery procedures to enable full restoration of services after a major incident. Data is stored at multiple locations in our hosting provider's data centers, and is backed up every 24 hours. Backups are tested regularly to confirm the procedures work correctly.

Incident Management

BroadVision will notify you promptly of any security breach resulting in unauthorized access to your data, in line with our incident management procedures.

Network Protection

In addition to sophisticated system monitoring and logging, we have implemented strict data center access protocols for all server access across our production environment. BroadVision-hosted instances of Vmoso use AWS Security Groups to configure firewalls and block all unnecessary points of access to Vmoso servers.

Product Security Practices

BroadVision's security team works closely with the product development team to ensure that all new additions to product functionality go through a thorough security review prior to release, reducing the risk of vulnerabilities being introduced into the product.

Mobile Device Management

Vmoso is compliant with Samsung Knox MDM. Compliance with other MDM platforms is available through BV Global Services on demand

Compliance

BroadVision-hosted instances of Vmoso are located at Amazon Web Services facilities around the world. These facilities maintain multiple certifications include ISO 27001 compliance, PCI Certification and SOC reports. For more information, please visit the AWS Security and Compliance websites.

User Management

Vmoso Management Center allows an organization to manage, monitor, and support users and their usage at both global and local levels. Internal and external users can be managed through whitelist/blacklist controls, maximizing the enterprise ecosystem's reach while guaranteeing the highest level of data security and information privacy.

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Data Security Challenges	Vmoso Solution
BEFORE	AFTER
Fragmentation As organizations move away from email and adopt a range of new communication tools, corporate data security is increasingly at risk of being distributed across a chaotic range of incompatible services.	**Single Source of Truth** Vmoso removes the need for fragmented, shadow IT communication solutions. All discussions and content are retained in one place, giving company administrators the confidence that their organization's intellectual property is protected.
BEFORE	AFTER
Shadow IT Mobile app stores have given workers unprecedented ability to introduce new tools into their daily working practices. But many of these are unsuitable for business use and are adopted without the knowledge or approval of IT and Corporate Governance departments. "Bring Your Own App" (BYOA) endangers the integrity and security of company data.	**Data Governance** Vmoso combines the best of both worlds – fast, responsive mobile and desktop applications and robust control of data security. By combining communication, collaboration and knowledge management in one, IT-friendly solution there is no need for workers to endanger corporate data security by using unapproved apps.
BEFORE	AFTER
Lost Knowledge All too often, when an employee leaves the company, their knowledge leaves with them or remains lost in years of saved email messages that nobody ever reads again. At best, this leads to wasted effort on repeated work; at worst, the failure to retain records is illegal.	**Business Continuity** In Vmoso this doesn't happen. When an employee leaves, their successor can seamlessly take over each of the conversations their departed co-worker was involved in. The full history of the discussion is preserved, in the right order, making it easy to catch up with everything that's happened so far.

Access Control

Employees roles and responsibilities change. As all Vmoso conversations are stored in the cloud, not on individuals' devices, granting and revoking access to content is simply a matter of changing the list of participants.

Vmoso also recognizes that business collaboration doesn't stop at the edge of the organization. Business partners and customers can be added to and removed from any Vmoso conversation, subject to the access control rules defined by the original author. These define not only who can see the content, but who it can be further shared with.

Hosting Options

Vmoso offers a range of hosting options including public and private cloud, and local hosting partners around the world. Choosing a local hosting partner in your own region means that not only is your data kept in your region, the infrastructure on which it resides is operated by a local country. This ensures that access to your data is governed by the same laws as your company is governed by.

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