peakpacific

PeopleFluent Learning

NetDimensions LMS

SaaS
DATA SHEET



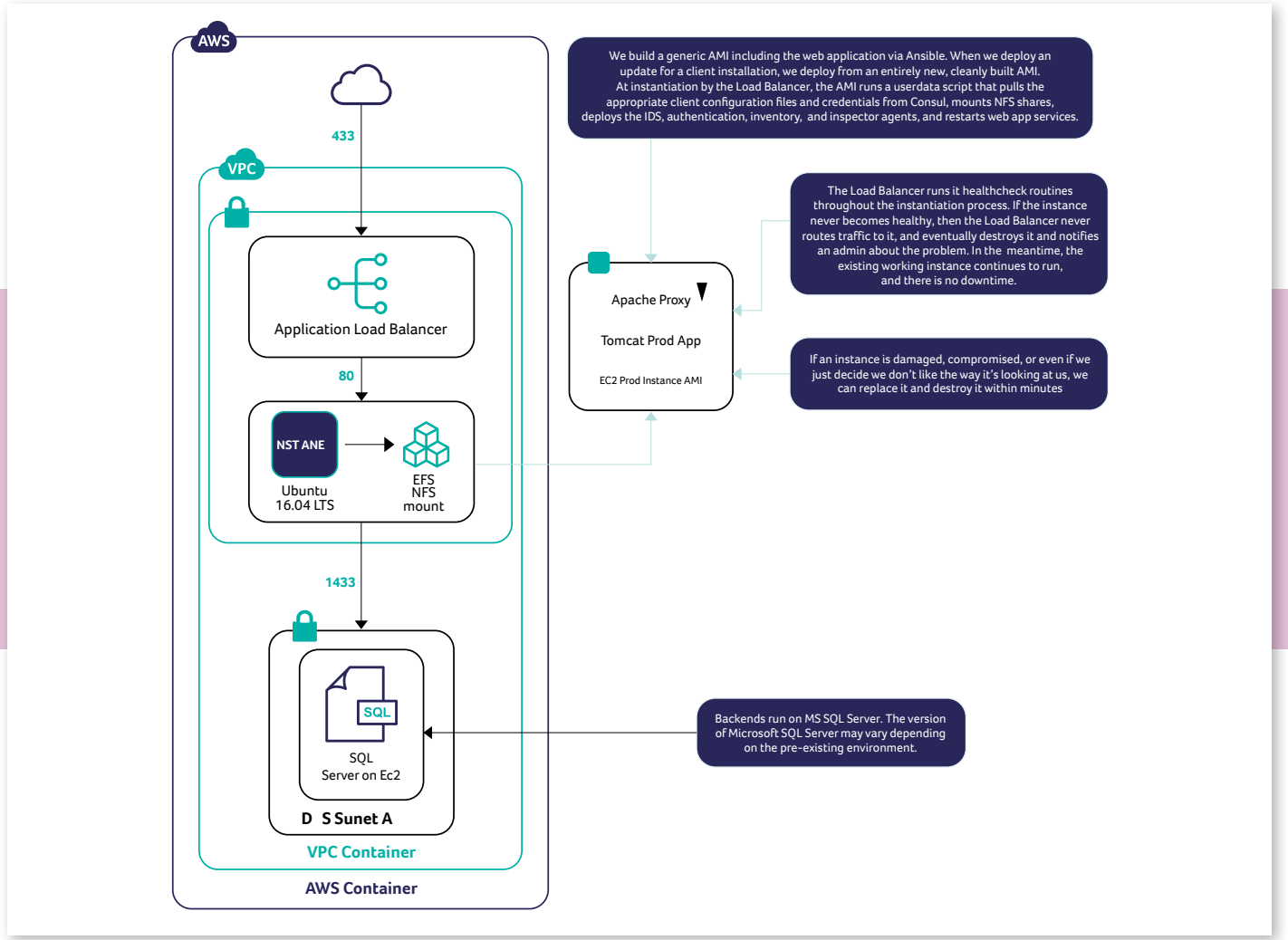
NetDimensions LMS
Secure SaaS Solutions

Let PeopleFluent Learning and NetDimensions LMS host your learning programs with our Secure SaaS managed hosting solutions so you can focus on learning, knowledge, and compliance.

We have the infrastructure in a network of global, world-class hosting centers, managed by a group of expert NetDimensions LMS system administrators. NetDimensions LMS' SaaS Operations team provides 24/7 monitoring of your hosted system, not just for availability but also for consistent performance.

With ISO 27001 certification, client data compartmentalization to address data privacy controls, transactional security, regular penetration testing, and a variety of other advanced security features, NetDimensions LMS offers the most secure SaaS architecture in the market today.

MANAGED OPS
AWS PER-CLIENT ENVIRONMENT ARCHITECTURE
(SHARED DATABASE SERVER MODEL)



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WHAT DISTINGUISHES NETDIMENSIONS LMS' ISO 27001-CERTIFIED SECURE SAAS SOLUTIONS?



Multi-Dimensional Security Blanket

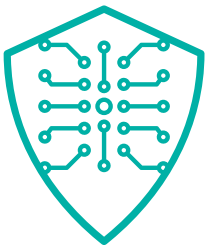
Security is implemented at multiple levels:

- Logical
- Physical
- Environmental
- Risk Assessment



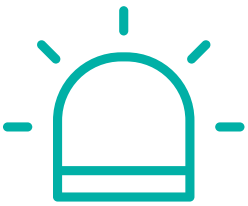
Logical Security Control

Only authorized personnel have logical access to the production system. Strict procedures regarding password expiry and terminal session timeout are enforced as part of a comprehensive, overall security policy. Only authorized NetDimensions LMS' SaaS Operations team members can access the system through a remote Virtual Private Network (VPN) protected by a high-security Triple Data Encryption Standard (TDES) scheme featuring a TDES-encrypted firewall. All access and event logs of the firewall and systems are captured and monitored regularly to ensure that no unauthorized access of systems occurs. Changes to the firewall can only be requested by select individuals.



Physical Security Control

Physical access is restricted to employees and contractors with a business need. Perimeter controls include video surveillance, fencing, intrusion detection systems, and other electronic means. Two-factor authorization is required for access to datacenter floors.



Environmental Security Controls

Includes a UPS, diesel generator, sprinkler system, smoke detector, and temperature and humidity controls to protect the production environment.



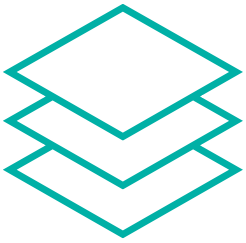
Risk Assessment and Treatment

The NetDimensions LMS Security Committee regularly reviews and assesses rapidly changing threats, vulnerabilities and their potential impact on data and system assets.

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WHAT DISTINGUISHES NETDIMENSIONS LMS' ISO 27001-CERTIFIED SECURE SAAS SOLUTIONS?



Multi-layer Architecture

All hosted installations of NetDimensions LMS are implemented using a two-tiered architecture with the application server and the database server on separate tiers. This maximizes security and performance.

Should an application or database Virtual Machine ever fail, the failover process ensures minimum downtime.



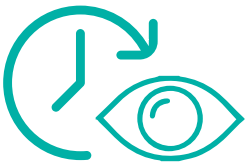
Backups and Disaster Recovery

NetDimensions LMS' Secure SaaS features a multilevel Disaster Recovery plan that covers all possible points of failure. The plan is tested annually or when any major changes to our SaaS architecture are implemented. The DR plan and test results are subject to both internal and external audits annually.



Strict Change Management Controls

Only authorized staff, who must follow strict policies and procedures that are periodically reviewed by PeopleFluent management to ensure suitability and applicability, may access and effect changes to NetDimensions LMS' Application Hosting Services systems. All changes are audited and subject to peer review.



Continuous Monitoring

Our NetDimensions Status Monitor continuously monitors each and every production site. Sites are monitored for availability as well as performance. Should any problem occur, our SaaS Operations Team is immediately alerted by text message and automated phone call.

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TECHNICAL ADVANTAGES OF NETDIMENSIONS LMS' SECURE SAAS SOLUTIONS

Security

- With our single-tenant architecture, each NetDimensions LMS production site has its own instance of the application, its own database, and its own web server. This guarantees that client data remains logically separated from other clients' data at every stage.
- All Secure SaaS sites are managed and supported by the NetDimensions LMS SaaS Operations team. This includes server hardening, regular maintenance, and system upgrades and patching.
- Any changes to production environments go through rigorous change control procedures.
- Our servers run the latest anti-virus software, as well as periodic system scans. This minimizes potential security incidents such as viruses, malware, and DDoS attacks.
- Intrusion Detection / Prevention Systems and Firewalls are utilized to detect and prevent potential attacks from Internet.
- NetDimensions LMS' Secure SaaS Hosted and Managed Services are ISO 27001:2013 certified, and meet or exceed global standards and requirements for:
  - Physical and environmental security Operations security
  - Communications security
  - Information security policies
  - Organization of information security and procedures
  - Organizing information security and incident management
  - Asset management
  - Human Resources security
  - Business continuity and compliance
  - Communications and operational management
  - Access control and information systems acquisition and maintenance
  - Supplier relationship management

Availability

- NetDimensions LMS' Support Staff uses a variety of tools to monitor availability, performance, and capacity continuously ensuring optimal performance and availability of sufficient resources.
- Our virtualized architecture means rapid failover and minimal downtime in the event of server failure.
- When additional hardware or software resources are required, the SaaS Operations team will increase required resources, providing advance notification to the client to minimize any potential impact.
- Application and database backups are completed by the Operations team. Any investigation and troubleshooting is carried out by our staff with specific technical expertise in Operating Systems and Network Management.
- To ensure a maximum level of backup protection, backups are distributed across multiple datacenters in a region.
- All operational procedures and changes conform to ISO 27001:2013 Hosting Operations guidelines and practice and are audited annually.

Specifications

- All servers are AWS EC2 instances with auto failover capability.
- Application EC2 instances run on Ubuntu Linux. All database VMs run on Microsoft SQL Server.
- All production hard disks are backed by redundant AWS Elastic Filesystem and AWS Elastic Block Store volumes.
- Network, firewall, and IDS are all provided as AWS-managed services.
- Redundant Internet connections and power supplies.

To request a free demo or speak to a NetDimensions LMS consultant, contact us today at sales@peakpacificgroup.com.