

# Security & protection are in our DNA.

Our customers can rest easy knowing that we have their security covered, so they can work confident.

DocbookMD operates in a high availability and secure infrastructure. We incorporate sophisticated application technology, strong encryption, and highly developed facilities to ensure the highest levels of security for your documents and data.

## /// Data center security

- Redundant SSAE 16 Type II secured facilities, with redundant hardware, power and internet connectivity
- Physical access limited to our own data center technicians
- Biometric scanning for controlled data center access
- 24 x 7 x 365 onsite security
- Physical security independently audited

## /// System security

- System installation using hardened OS with ongoing protection from exploits
- Dedicated firewall and intrusion detection system
- Data protection with managed backup solutions
- Distributed Denial of Service (DDoS) mitigation

## /// Operational security

- Dedicated NOC ensures high availability and service quality
- Daily internet security and vulnerability tests
- Documented information security and privacy procedure training for all employees
- Systems access logged and tracked for auditing purposes
- Proactive application and system vulnerability testing
- Every DocbookMD employee undergoes HIPAA training and assessment

## /// Transaction security

- Detailed logging and audit trails generated for all transactions
- Integrations enabled through secure RESTful Web Services API

## /// Application security

- Industry-leading data protection and strong security policies combined with full 256-bit SSL encryption and 2048-bit private keys and AES multi-layered encryption for all documents and data both at rest and in transit
- Access controls configurable by master account administrator
- All passwords encrypted during storage and never transmitted
- Configurable account and password security settings including role-based permissions
- Account access can be restricted to specific IP addresses
- Intelligent encryption with access controls to ensure data is only decrypted for authorized requests
- Encrypted session IDs uniquely identify each user
- Automated session time-outs
- Two-factor authentication available

## Script security at a glance

- /// 256-bit SSL encryption and 2048-bit private keys and AES multi-layered encryption for all documents and data both at rest and in transit
- /// Redundant state-of-the-art SSAE16 Type II secured facilities, with redundant hardware, power and internet connectivity
- /// Dedicated NOC ensures high availability and service quality
- /// Detailed logging and audit trails
- /// Configurable account and password security settings including role-based permissions

Clients who trust us include:



### DocbookMD.

We have been building powerful and secure productivity tools for regulated industries since 1998. We work tirelessly every day to deliver customer value by harnessing the power of the cloud to deliver solutions that help customers improve communications, streamline workflow, and improve the vital exchange of information. We have a talented, multi-disciplinary team dedicated to eliminating manual processes so our customers can work better, with confidence. Tens of thousands of customers, large and small, have relied on us for almost two decades to help them handle sensitive, business-critical information.



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