

Enterprise-grade security and frictionless delivery for professional services firms

Today's professional services firms operate in a highly competitive environment. In this client-empowered era, firm leaders need be well prepared to deal with growing client expectations and increased competitive pressures.

Intapp products and solutions help professional services firms deliver greater value throughout the client lifecycle, from winning new clients and growing existing business to managing risk and compliance during the engagement. The Intapp Secure Cloud enables firms to securely access cutting-edge technology from any device or location while providing the necessary agility, flexibility, and scalability to respond quickly and effectively to the firm's challenges.



The world's leading legal, accounting, and financial-services firms recognize that cloud deployment forms a key element of their modernization strategies, and serves as a critical driver of their organizations' success. According to the 2018 ILTA Technology Survey, there was a six point jump to 69% of respondents reporting their firm will be moving to cloud-based solutions in the upcoming year.¹

Because Intapp understands the sensitive nature of your client data, the Intapp Secure Cloud was designed from the ground up to meet the needs of professional services firms and their clients' requirements for the highest level of data security and control.

"Investing in the cloud is particularly key for the firm, to make the best use of our resources, maximize availability and enhance lawyer efficiency."

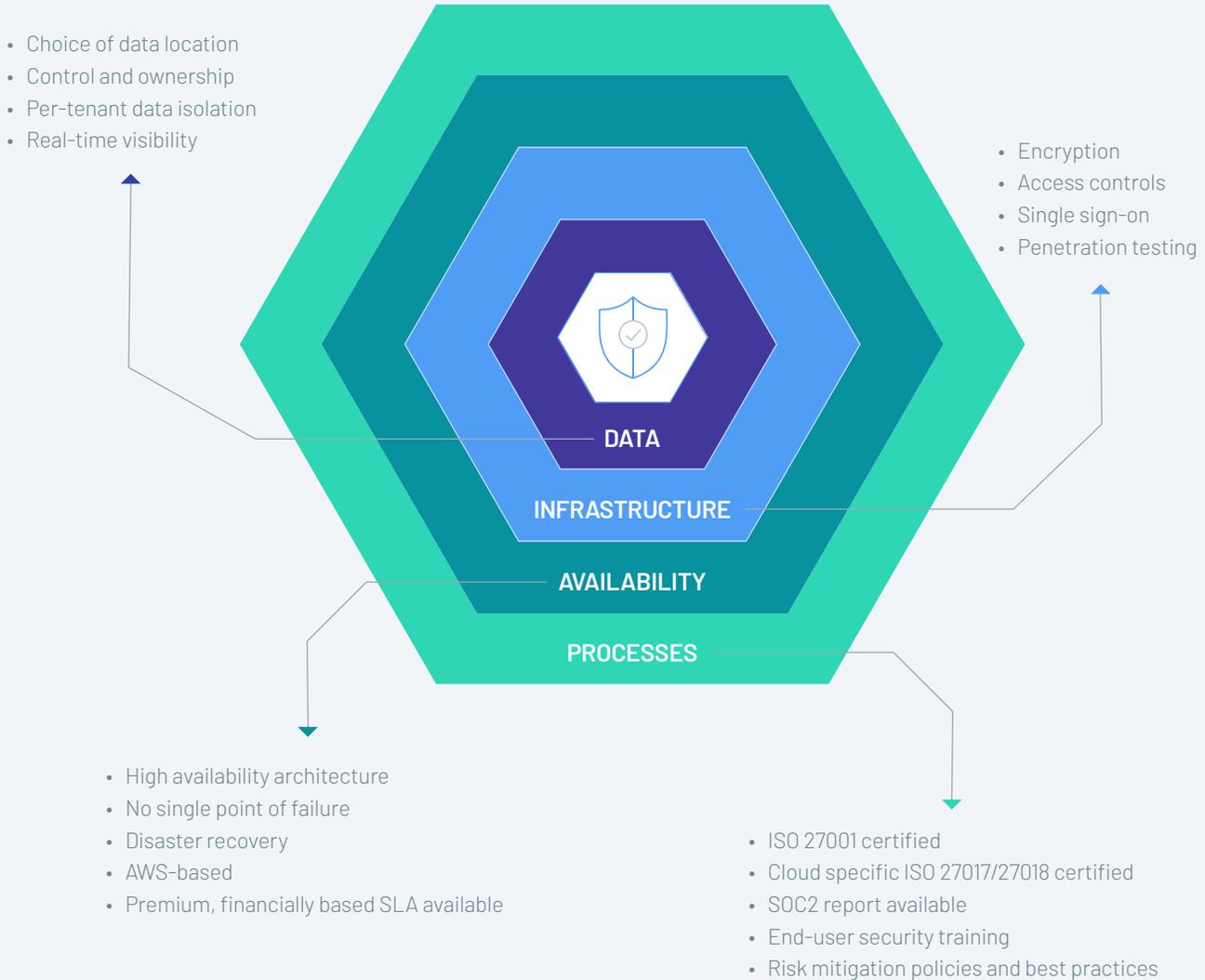
LANCE EDWARDS, CIO, ARNALL GOLDEN GREGORY



¹ILTA's 2018 Technology Survey Results." International Legal Technology Association. iltanet.org/resources/publications/surveys/2018ts?ssopc=1

Intapp Secure Cloud offers defense in layers

The Intapp Secure Cloud is designed to meet the unique security, data, and operational needs of legal, financial, and professional services firms. The Intapp Secure Cloud supports Intapp OnePlace, including market-leading Intapp Time, Intapp Conflicts, and Intapp Flow, as well as newer offerings such as Intapp Experience and Intapp Pricing.



“Cloud applications offer tremendous benefits to our lawyers and staff – agility and mobility, as well as ease of collaboration.”

RICK BOULIN, CIO, BAKER BOTTS

Data protection and control

Client confidentiality and regulatory compliance are core to a firm's business. How a vendor manages its data provides the foundation for a firm's success. Intapp gives firms control over, and real-time visibility into, their data.

Data sovereignty

By leveraging the large footprint of Amazon Web Services (AWS) data centers, Intapp addresses firms' data-sovereignty concerns by offering a choice of geographical regions where their data resides. This flexibility allows firms to locate their applications within the region that matches their business requirements. For instance, European firms that are reluctant to host applications in North America can choose to leverage clusters in Europe to avoid regulatory uncertainty.



Intapp global data center footprint

Data control

With Intapp, firms are able to retain ownership of their data, and are assured that neither Intapp nor AWS does not use data for purposes outside the scope of the contracted services. Intapp service agreements unambiguously detail how data is stored, controlled, and used.

Intapp does not access customer data, except with permission and only for necessary support issues. Intapp also provides firms with activity logs of any logins. Although Intapp applications use a multitenant model, data is not comingled.

Infrastructure safeguards

Intapp offers the ability to define, enforce, and manage user-access policies across its products and solutions. You'll benefit from greater peace of mind knowing that Intapp implements proactive tests and controls to prevent the introduction of unauthorized or malicious software.

Encryption

The Intapp Secure Cloud provides scalable and efficient encryption features for all your data. All communication between the Intapp Secure Cloud and users' devices will be encrypted. Data at rest is stored with disk encryption providing an additional layer of protection.

Access control

Intapp offers access controls with role-based permissions and extensive user authentication methods. User management allows firms to set password controls that fit their business needs. Connectivity to single sign-on (SSO) providers is available throughout the Intapp Secure Cloud. Since lawyers only need to remember one password with SSO, it encourages the use of a stronger password and helps keep credentials secure. SSO also provides a simple, reliable way to remove access when an employee leaves the firm. Intapp SSO supports SAML2.0 providers including Okta and Microsoft ADFS 2.0.

"When lawyers educate themselves about the security of their data as it now exists in their firms when stored on-premises – versus the security offered by many cloud computing providers – they often realize that many legal cloud computing solutions offer more secure storage for sensitive data than what they're currently using."

NICOLE BLACK, CLOUD COMPUTING FOR LAWYERS

Regular penetration testing

To provide the best protection available, Intapp uses a CREST-approved vendor to perform penetration tests at least annually, coupled with monthly network vulnerability scans performed by an external vendor. The penetration tests enable the following benefits:

- Identifying potential threats or vulnerabilities that could impair system security, availability, confidentiality, and system requirements
- Analyzing the significance of risks associated with the identified threats
- Determining mitigation strategies for those risks

For any newly identified vulnerabilities detected through these tests, Intapp designs, implements, and operationalizes appropriate countermeasures.

Based on Amazon AWS

AWS complements Intapp penetration tests with its own stringent tests, rigorously testing its systems against known and conceivable threats. AWS practices cover the gamut from strict network access protocols to reviewing the latest information shared by both white- and black-hat security professionals.

AWS also invests heavily in physical security. Its data centers possess multiple security layers, including multifactor authentication, identification checks, continual escorting, preclearance for site visits, video surveillance, and intrusion-detection systems.

High-availability architecture

To meet the unique service availability needs of professional services firms, Intapp has created a highly available architecture for the Intapp Secure Cloud. Various solutions and processes address a variety of reasons for system downtime, and help the system recover quickly should any downtime occur.

Intapp employs a team of availability experts and implements processes that solely focus on optimizing uptime. As part of this approach, Intapp offers robust system redundancy. By leveraging AWS's extensive data centers and services, Intapp provides the ability to instantly failover if a data center outage occurs. In the rare instance of a regional outage, Intapp implements a recovery plan to swiftly react to the disruption.

Disaster recovery

If an unexpected event causes damage to an application or data, the Intapp Secure Cloud responds with its disaster-recovery capabilities. Intapp not only executes regular, automatic data-storage backups, but also supports cross-region failovers. As a global firm — with both support staff and data-availability zones located around the world — Intapp is able to assure business continuity by ensuring no single location becomes a point of failure.



Unparalleled security

In today's climate of security threats, individually maintained data centers are vulnerable to hackers and at increasing risk of attack and penetration. Intapp takes advantage of the massive AWS security investment to supplement our security-focused architecture.



Frictionless updates

Every Intapp Secure Cloud customer is assured of running the latest versions of Intapp software. As we roll out new versions, your firm is automatically updated to the newest release, providing the latest fixes, features, and security enhancements without disruptive, complex upgrades.



Rapid time-to-value

The Intapp Secure Cloud lets you offload infrastructure management tasks, reducing effort and streamlining resource needs.



Improved collaboration

Business increasingly takes place outside of the firewall, whether it's engaging with clients, affiliates, business partners, vendors, subcontractors, or specialists. Intapp supports your team's need for anywhere, anytime access, helping you meet your clients' expectations for better transparency, collaboration, and experience.

Industry-leading processes

International standards compliance

To keep up with stricter cybersecurity, data-privacy, and data-protection regulations, clients increasingly require firms to implement strict process controls and demonstrable enforcement. Intapp is committed to information security at every level of our software and across your entire client lifecycle.

To ensure security in accordance with industry-leading practices, the entire Intapp OnePlace industry cloud complies with these internationally recognized standards:

- ISO 27001 – information security management best practices and comprehensive security controls.
- ISO 27017 – security controls for cloud services that focus on clarifying customer and vendor roles in security.
- ISO 27018 – code of practice for protection of personally identifiable information (PII), critical for compliance with GDPR.
- SOC 2 – service organization controls for security, confidentiality, and availability.

Continual preparedness

As a global firm with both support staff and data-availability zones located around the world, Intapp is able to assure business continuity in case of a regional disaster. Our mature processes also prepare us to quickly respond to newly discovered vulnerabilities or incidents.

Your path to the cloud

Intapp architecture allows you to control your cloud journey. You can migrate all information to the cloud at once, or manage your firm's work primarily in the cloud while maintaining specific data sets on-premises.

Handling integrations

During cloud deployment, many firms wrestle with securely integrating and sharing information with legacy systems. Intapp products are designed to enable firms to integrate applications whether they reside in the cloud or on-premises. This design philosophy manifests in REST APIs and associated integration tools, as well as our industry-leading Intapp Flow and Intapp Integrate software. The Intapp deployment model enables organizations to migrate their current Intapp products to the cloud without any business disruption.

"As our firm continues to grow, our requirements for business acceptance evolve. We selected Intapp because of its track record for delivering best-in-class solutions that keep pace with shifting industry requirements. Moreover, because Intapp solutions are delivered in the cloud, we can take advantage of all the latest features and updates without the time and cost of manual upgrades."

ROBERT FUNK, FINANCIAL SYSTEMS MANAGER, FREEBORN & PETERS LLP



Accelerate innovation

Take advantage of significant Intapp investments in cloud automation, AI, data analytics, and other industry-leading technology, speeding your adoption of new features and capabilities.



Reduce cost of ownership

Redirect scarce IT resources from data center and server maintenance to innovative initiatives supporting your firm's business strategy.



Enhance productivity

Intapp applications and data are accessible across multiple platforms, browsers, and devices, including laptops, tablets, and smartphones.



Simplify scalability

The Intapp Secure Cloud allows you to scale quickly as demand for computing power grows (e.g., to accommodate more client data or staff members), without impacting the performance of the system or having to overhaul your IT setup.



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