Intapp Secure Cloud

Cloud for professional services firms

Today's professional service firms operate in a highly competitive environment. They also need to be extremely agile to deal with the everyday roller coaster of their project lifecycles.

Intapp's products & solutions are specifically designed to help deliver greater value throughout the client engagement lifecycle — from winning and on-boarding new clients, growing existing business, to managing risk and compliance. Our Intapp Secure Cloud offering enables our cutting edge technology to be securely accessible from any device and location, while providing the agility, flexibility and scale needed to respond quickly and effectively to the firm's challenges.

We are starting to see top law firms, accounting firms and financial services firms recognize the cloud as a necessary tool and key driver for the success of their organizations. According to ILTA's 2016 Technology Survey, 62% of firms reported that cloud adoption is now "increasingly likely," up 11 points from 2015[1].

There is still reason for caution on the security front because of the sensitive nature of the client data they work with. Intapp Secure Cloud was designed from the ground up to meet the needs of professional services firms and their clients requiring the highest level of security and control over their data.

"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

[1] International Legal Technology Association, ILTA's 2016 Technology Survey.

Intapp Secure Cloud | defense in layers

Intapp's Secure Cloud is designed meet the unique security, data and operational needs of legal, financial and professional services firms. Intapp Secure Cloud spans the Intapp portfolio including the industry-leading Time Cloud, Intapp Conflicts, Intapp Flow and new innovative offerings such as Intapp Experience & Intapp Pricing.

- Choice of data location
- Control & Ownership
- Per tenant data isolation
- Real time visibility

- Encryption
- Access Controls
- Single Sign-On
- Penetration Testing

DATA

INFRASTRUCTURE

AVAILABILITY

PROCESSES

- High Availability Architecture
- No single point of failure
- Disaster Recovery
- AWS Based
- Premium, financially based SLA available

- ISO 27001 certified
- Cloud specific ISO 27017/27018 certified
- SOC2 report available
- End user security training
- Risk mitigation policies & best practices

Intapp

Protection & control over data

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

Data sovereignty

By leveraging Amazon's large footprint of data centers, Intapp addresses customer's data sovereignty concerns by offering a choice of where their data resides from a set of geographical regions. This flexibility allows for those organizations to place their applications in the region that matches their business requirements. For instance, many European firms are reluctant about hosting applications in North America. Those firms can choose to leverage clusters in Europe versus North America to avoid that regulatory uncertainty.

Intapp's Global Data Center Footprint

Data control

Data control means firms retain ownership of their data even when stored and processed at a third-party provider. Firms also need assurances their provider does not use the data for purposes outside the scope of the services contracted. Intapp delivers unambiguous terms in the service agreements which details how data is stored, controlled and used.

This control extends to Intapp's operations as well. Intapp does not access customer data except with their permission for necessary support issues. Intapp also provides firms with activity logs of any logins.

While Intapp uses a multi-tenant model for its applications, no co-mingling of data occurs.

Infrastructure safeguards

Intapp offers you capabilities to define, enforce, and manage user access policies across our products and solutions. You'll also benefit from greater peace of mind knowing that Intapp has proactive tests and controls implemented to prevent and act upon the introduction of unauthorized or malicious software.

Encryption

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

Access control

Intapp offers access controls with role based permissions and extensive user authentication methods. Our user management allows firms to set password controls that fit the business needs. Connectivity to Single Sign-On (SSO) providers are available throughout Intapp Secure Cloud. Since lawyers only need to remember one password with SSO, it encourages the use of a stronger password and helps to keep those passwords secure. SSO also provides a simple, reliable way to remove access in case of leavers.

Intapp SSO supports SAML 2.0 providers such as 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, AUTHOR OF *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 the monthly network vulnerability scans performed by an external vendor, Intapp provides protection against intrusions. The penetration tests enable the following:

- Identifying potential threats or vulnerabilities that could impair system security, availability and confidentiality commitments 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 the right counter measures.

Based on Amazon AWS

Amazon compliments Intapp's penetration tests with its own. Amazon rigorously pen tests their systems against known and conceivable threats. Their practices cover the gamut from rigorous network access protocols to reviewing the latest information shared by both white and black-hat security professionals.

Amazon also invests heavily in physical security. Their data centers possess multiple security layers including two-factor authentication, identification checks, continual escorting, and pre-clearance for visits, video surveillance, and intrusion detection systems.

High availability architecture

Since professional services firms typically bill by the hour, service availability is of utmost importance. As such, Intapp has created a highly available architecture for Intapp Secure Cloud. The architecture makes sure applications are available and recovers quickly should any downtime occur. A variety of reasons for system downtime exist, and Intapp offers solutions and processes to address them.

The first thing to note, Intapp employs experts and implements processes that solely focus on optimizing uptime. As part of this approach, Intapp offers robust system redundancy. By leveraging Amazon's extensive set of data centers and services, Intapp provides the ability to instantly "fail-over" if a data center outage occurs. If there is a rare instance of a regional outage, Intapp implements a recovery plan to react.

Disaster recovery

However, what happens if an unexpected event causes damage to an application or the data? Intapp Secure Cloud covers this unlikely case with our disaster recovery capabilities. We not only execute regular, automatic data storage back-ups, we also support cross-region fail-overs. Being a global firm, with both support staff and data availability zones all around the world, we are able to assure business continuity by ensuring no single location becomes a point of failure in case of a regional disaster.

Security first

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

Always be current

Every customer is on the latest version of our software. As we roll out new versions, your solution automatically updates to the latest release—thereby providing the latest fixes and security enhancements without disruptive and complex upgrades.

Rapid time to value

Cloud software in general is much faster to deploy than a solution installed on the premises. Specifically, Intapp Cloud solutions let you off load infrastructure management tasks, reducing effort and streamlining resource needs.

Improved collaboration

Business is increasingly happening outside of the firewall, whether it's engaging with clients, affiliates, business partners, vendors, subcontractors, or specialists. Support team needs for anywhere, anytime access and your clients' expectations for better transparency, collaboration, and experience.

Intapp

Industry leading processes

International standards compliance

With stricter cybersecurity, data privacy and data protection regulations, clients increasingly require firms to offer strict process controls with demonstrable enforcement. As a platform for your entire client lifecycle management process, we are committed to information security at every level of our platform.

To ensure our security program is in accordance with industry leading best practices, our entire platform is in compliance with these internationally-recognized standards and code of practice:

- 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

Being a global firm, with both support staff and data availability zones all around the world, we are able to assure business continuity in case of a regional disaster. Intapp is also prepared to quickly respond to any newly discovered vulnerability or incidents by having mature processes in place.

Your path to the cloud

The architecture allows you to control your path to the cloud. You can begin with all information in the cloud, or with work product managed mostly in the cloud with specific data sets on premise.

Handling integrations

Another issue that often comes up with cloud deployments is how to securely integrate and share information with existing on-premises and cloud applications. Intapp designs its products for integration. This design philosophy manifests itself in REST APIs and associated integration tools along with Intapp's industry-leading Flow and Integrate products. These features enable firms to integrate the applications whether they sit in the cloud or on-premises.

Existing Intapp customers can move to the cloud with great ease with a deployment model that enables organizations to migrate their current Intapp experience to the cloud without any business disruption.

"As our firm continues to grow, our requirements for business acceptance evolve. We selected Intapp because of their 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

Innovate rapidly

Take advantage of the significant investments we are making in automation, artificial intelligence, data analytics and more in the cloud, enabling you to be first to market with new innovations.

Lower cost of ownership

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

Productivity anywhere

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

Easy scalability

Intapp Secure Cloud allows you to scale up quickly as your demand for computing powers grows – e.g. to accommodate more client data or more staff members – without impacting the performance of the system or having to overhaul your IT set up.

Intapp