



## UpsideLive Security Overview

UpsideLive is a flexible Software as a Service (SaaS) solution that helps businesses of any industry manage all their contracts affordably and effectively – anytime, anywhere. UpsideLive offers comprehensive features at a low monthly or annual fee. As a robust and scalable SaaS solution, UpsideLive adheres to strong security standards to ensure the protection and integrity of your data.

### Data Center Security

#### Network Security

- Industry leading firewall technology ensures that only valid network traffic can pass through to the UpsideLive web servers running on a SAS 70 compliant infrastructure.

#### Network Redundancy

- Fail-safes such as backup generators, dual routers, numerous hard drives, cooling systems and gel battery power banks provide solid network redundancy for our fleet of servers.
- External conditions such as natural disasters will not affect the servers as the 16-cylinder diesel generators provide steady power no matter the conditions.

#### Communication Security

- UpsideLive uses 128-bit secure socket layer (SSL) technology to encrypt the communication of data between our web server and your browser.

#### Physical Security

- Our data center boasts more than 150 continuously recording video cameras, safety locks, around-the-clock monitoring by technical specialists, and security guards to prevent unauthorized personnel from entering.

### Server and Data Security

#### Data Protection

- Our servers contain redundant components, including hard drives that support data mirroring, to enable continued operation of the system in the event of a hardware failure. The UpsideLive database is backed up daily.

### Application Security

#### Access Controls

- UpsideLive uses a role-based security model that is controlled and maintained by the client. Access is restricted only to authorized users based on security permissions granted within the system.

## Security Highlights

Our security is designed to keep information stored in UpsideLive secure from intruders and unauthorized individuals. We take great care to enforce security measures and have designed the system to provide extensive flexibility and control over the authorized access granted to users.

- Stringent physical security in the data center.
- Data center was built using the most advanced technology.
- Industry leading firewall technology.
- Extensive network and hardware redundancy.
- 128-bit SSL encryption on all network communications.
- 99.9% up-time.
- Strong user authentication.
- Role-based security.
- Matrix security model based on roles and organizational affiliation.
- Extensive logging and audit capabilities.



## Authentication and Authority Controls

- Users are assigned unique user IDs and passwords that are verified by the system and appropriate access is granted.
- The user authentication system governs what functionality a user has (i.e. what areas of the organization they can manage/operate contracts for). It also determines whether the user has Read Only, Edit, or Full Control access.

## Restricted Access to Sensitive Data

Sensitive data is protected through several layers of security mechanisms:

- The first control is through the use of User Roles; User Roles control the areas of functionality that a user would have access to. This allows organizations to be able to protect financial or price related information from certain groups of users.
- The second component is the GL Context. The GL Context can be used to limit access to not only certain geographies or program areas of the organization, but it can also be used to limit access to specific documents.

## Auditing and Logging

- Audit Logs track and report various workflow processes in the application. Records are stamped with the user ID, date and time of the most recent update.
- Approvals, rejections and other important events are logged in UpsideLive for comprehensive audit trail and reporting purposes.

## About Upside Software

Founded in 2000, Upside Software is a profitable and has been since 2001, making it one of the only profitable providers in the market. It is also the leading provider of Contract Lifecycle Management (CLM) solutions with the largest number of customers in the market.

Customers use Upside Software's suite of products to confidently perform Contract Management, Commitment Management, Sourcing & Procurement, and Invoice & Billing management activities.

Upside Software's products address the needs of companies of all sizes. Customers realize significant cost savings while improving customer and supplier relationships.

Get started using UpsideLive now with our **Free Trial!**  
*No risk. No obligation.*

**UpsideLive**

For more information on UpsideLive, visit: [www.upsidelive.com](http://www.upsidelive.com)  
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