



# Secure Returns

## Secure

## Efficient

## Convenient



Secure Returns is a secure website where you and your clients can securely upload & download confidential documentation, tax returns, myob files and more. By seamlessly integrating our service into your existing website, or building you a new site, you are able to utilise a secure and efficient transfer of documents between your business and your customers.

### SIMPLE SETUP

### SECURE TRANSFER

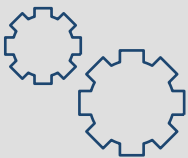
One of the major problems facing all organisations today is that there are simply not enough hours in the day to service all your customers and the manual handling and posting of documents is no longer efficient, cost effective or meeting the increasingly time sensitive needs of your customers.

### LOW COST

### EASY TO USE

With the vast majority of customers familiar with, and expecting, online services shouldn't your company be able to take advantage of a solution which uses the same security provided by online banking systems while providing 24/7 service to your clients?

### ENCRYPTION & DATA SECURITY



SSL encryption on all web traffic.

All data is encrypted at rest, during transit and on backup media.

Servers are protected by firewalls, intrusion detection & prevention & other best of breed security tools.

All data is managed according to a strict lifecycle policy until destruction.

Regular security audits conducted.

### PHYSICAL SECURITY



Our data centers are manned 24/7, 365 days a year by trained security.

Our servers are protected by biometrically secure environments and kinetically locked cabinets.

CCTV is integrated with physical access and alarm systems.

AC power is delivered via multiple grids and backed by generators.

Cooling and power are designed at N+2 redundancy.

### PROCESS SECURITY



Strict access, governance and change control processes are in place to ensure that data is secure from all threats.

Best of breed methodologies have been adopted to ensure strict adherence to best practices around managing private data and ensure solution integrity.



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## Technology at work for you

The Secure Returns service is a next generation 'cloud' service offering which can provide you with a highly scalable, reliable and secure solution while leveraging the key benefits of cloud services, i.e.:

- Low TCO
- Highly scalable architectures
- An 'evergreen' service
- No support or development overhead
- Ability to scale on demand and grow with your business without capital investment

The Secure Returns solution has take advantage of the highest levels of security and reliability. Through the use of technologies such as full disk and network encryption, best of breed intrusion detection & prevention systems and a highly available architecture, you are able to confidently provide 24/7 access to your customers documents through an easy and familiar mechanism, the internet.

## Application Security

The Secure Returns application has been built from the ground up with security in mind. On a regular basis, an external party is tasked with auditing the application for weaknesses and reporting the results. These tests include (but not limited to):

- |  |                                  |
|--|----------------------------------|
| ➤ Source code review                     | ➤ Login vulnerabilities          |
| ➤ Brute force hacking                    | ➤ Hardware vulnerability testing |
| ➤ SQL injection                          | ➤ Firewall testing               |
| ➤ Privilege escalation                   | ➤ Port Scan attacks              |
| ➤ HTML injection                         | ➤ Known vulnerability scans      |
| ➤ Request corruption                     | ➤ SSL Request Enforcement        |
| ➤ Software version vulnerability testing | ➤ SSL Certificate Validation     |
| ➤ File upload attacks                    | ➤ Request Exposure               |
| ➤ Port Scanning                          |                                  |
| ➤ DDoS attack testing                    |                                  |

Testing

We take the privacy and security of your data very seriously and as such, we will supply the date and test results to you on request.

## Security Qualifications

- Independently Audited
- Off site secure backups
- Security checks completed on new IT staff
- Highly qualified staff
- Tied 1 Australian data Centres
- Biometric Physical Security
- End to end encryption
- Best of breed security tools
- Geographically redundant

## Data Centre Security

Data centre choice was a critical factor in ensuring the security of the solution. By ensuring that our data centers meet some of the highest industry standards for security, availability, reliability and uptime, we are able to ensure that your clients data is secure from unauthorised physical access while providing near 100% availability. By locating all services within Australia, you can be assured that your data is protected according to Australia's strict privacy laws.

## Our IT Staff

Our IT staff are some of the best in the industry and have brought with them extensive experience working at some of the very best and biggest multinational organisations in the banking and finance, legal, retail and technology industries. Our staff bring with them many years of industry experience and accreditations

from:

- Microsoft
- Cisco
- CompTIA
- HP, Dell & IBM
- PHP, Java, .NET
- Linux & Unix
- Checkpoint and many others