



Acrolinx Private Cloud

All the benefits with peace of mind

acrolinx



Acrolinx Private Cloud: the reliable, efficient, and secure way to roll out Acrolinx globally.


With Acrolinx Private Cloud, you never have to worry about the technical requirements of the platform. We manage the infrastructure, software, security, and scalability.

Why spend time, resources, and money setting up and maintaining yet another system? Let our experts manage a single tenant private cloud for you and enjoy frequent automatic feature and security updates. We work with Rackspace and Amazon Web Services (AWS)* for superior security and support.

Acrolinx Private Cloud

All the benefits with peace of mind

3



Acrolinx teams up with Rackspace and Amazon to provide a modern, secure, and well-managed private cloud for your Acrolinx Platform.

Acrolinx Private Cloud is fully certified and complies with all relevant industry standards for information security:

Certifications and Policies

Acrolinx Private Cloud

ISO 27001



SOC 2, SOC 3 Audits



GDPR Compliant



Platform Data Protection Designed in Germany



Data Protection and InfoSec Trainings



Data Protection Officer



Acrolinx Private Cloud


All the benefits with peace of mind

We work closely with our service partners to deliver secure infrastructure management and reliable data security. Below is an overview of provider responsibilities and services:

Acrolinx Provides

- ✓ Acrolinx Software Made  in Germany
- ✓ Regular Security and Feature Updates
- ✓ Administration Help and Support
- ✓ Private Cloud Management via Rackspace

Rackspace Provides

- ✓ Secure Infrastructure Management 
- ✓ Monitoring
- ✓ Update Installation
- ✓ AWS Management

Acrolinx Private Cloud

Amazon AWS Provides

- ✓ Certified Secure Infrastructure 
- ✓ Almost Limitless Computing and Storage Resources
- ✓ Reliable and Global Availability

Customer Actions

You still have access and control while we take care of the platform.

- ✓ Access web Dashboard to get Analytics insights and perform administrative tasks like User Management
- ✓ Update Software on your own Customer Systems
- ✓ Control Acrolinx' access to your data

Acrolinx Private Cloud covers all your performance and security needs.



Scale without Limits

Acrolinx Software, infrastructure, services, and support scale to meet the demands of large, co-located teams.

- Acrolinx Software is designed to perform for large teams working in parallel on content.
- Optimized performance that scales quickly as your requirements change
- Enterprise Federated Authentication
- 24 x 7 Fully Managed Private Cloud Service
- Application Monitoring
- Nightly Backup - we've got you covered!
- Availability: 99.8% - excluding Maintenance Windows
- Data Centers in Oregon, US or Ireland, EU



Outstanding Security

Security is our top priority so your data is safe with Acrolinx.

- Commercial General Liability and Cyber Insurance
- SSL Secured Data Transmissions
- Web Application Firewall
- Penetration Testing
- Encrypted Data Storage
- Anti-Virus and Malware Protection
- Regular Data Protection and InfoSec Trainings
- Behavioral Observation and Enforcement
- Anomaly Detection
- Data Portability
- Technical and Organizational Measures for Separability as well as Access, User, Data Carrier, Transport, Entry, Organizational, Order, and Availability Control



Acrolinx Support

Our friendly support team is always happy to help you with all things Acrolinx. Our customers attest to our quality service with a regular +96% satisfaction rating.

Service Level Agreement (SLA) Priorities

We take our SLAs seriously. We classify and prioritize each request according to the following definitions.

Priority	Urgent	High	Normal	Low
Incident response time (max)	4 working hours	1 working day	2 working days	5 working days

Support Hours

We're dedicated to providing the best support in your preferred language. Our Support Team covers the following times:

English
Monday to Friday 10 a.m. to 10 p.m. CET (Berlin)
Monday to Friday 5 a.m. to 5 p.m. EST/EDT (New York)

German
Monday to Friday 10 a.m. to 6 p.m. CET (Berlin)
Monday to Friday 5 a.m. to 1 p.m. EST/EDT (New York)

Security

We understand that no one wants their data to be compromised so we treat any customer data we receive in the same way we'd treat our own confidential information at Acrolinx. Some of the measures we take to mitigate security threats include:

Advanced Change Control

Change control is a system of strictly enforced formal checks and balances that can be applied to any business process. It's crucial for processes that have a wide-ranging impact. Our change control system follows specific documentation. This documentation includes the potential impact of any change, the people who approved the change, and their level of authorization. A change is tested for unforeseen security issues. A roll-back strategy deals with issues that pass through.

Malware Protection and Network Security

The Malware Protection service provides proactive protection against increasingly sophisticated and targeted cyber threats. When an anti-malware agent detects malware, it automatically attempts to clean or quarantine the malicious files. Malware is also reported in a central console monitored by the security team. The security team reviews the reported malware and identifies threats that need escalation. If they find a significant threat, the security team initiates a standard escalation procedure.

Technology such as Web Application Firewall (WAF) together with network access controls help prevent web attacks that could have resulted in costly data breaches or service downtime. The WAF is powered by technology that combines automated machine learning with up-to-date protection policies and signatures from a centralized malware definition repository. Acrolinx immediately receives notifications of blocked security threats to take further preventive measures when necessary.

Want to Know More?

If you require support or you'd like a more detailed explanation of our commitment to cyber security and data protection, follow these links.

Product Privacy Policy:

www.acrolinx.com/product-privacy

Customer Support Policy:

www.acrolinx.com/customer-support-policy

Private Cloud Data Storage and Privacy Information:

www.acrolinx.com/private-cloud-privacy

Migrating to the Cloud - What you need to know:

www.acrolinx.com/migrate-to-private-cloud

Rackspace:

www.rackspace.com/compliance

Amazon AWS:

<https://aws.amazon.com/security>

Acronyms Explained

Some of the lingo around Acrolinx Private Cloud is technical so we explain a few key terms.

Acronym	Definition
AWS	Amazon Web Services
DPO	Data Protection Officer
GDPR	General Data Protection Regulation
ISO 27001	Information security standard by the International Organization for Standardization
PCI DSS	Payment Card Industry Data Security Standard
SaaS	Software as a Service
SOC 2 and SOC 3	Service Organization Control
SOP	Standard Operating Procedures
WAF	Web Application Firewall

acrolinx

www.acrolinx.com