ELM Solutions

Global hosting services for Passport®

Wolters Kluwer ELM Solutions offers Passport hosting in a reliable and secure private cloud environment, fully managed by Wolters Kluwer technology experts and our secure hosting provider(s). Our hosting services are grounded in the three core principles of information security: confidentiality, integrity, and availability. We have hosting options in both the United States and the European Union to meet our clients' global business and regulatory requirements.

Key features of Passport hosting services:

Data and system security – Our goal is to meet or exceed your organization's stringent regulatory, business, and information security requirements.
→ State-of-the-art hosting facilities provided by enterprise-class hosting vendors
→ Physical and virtual firewall technologies
→ Network intrusion detection and prevention systems
→ Industry-standard SSL and PKI technology used to encrypt data-in-transit
→ Industry standard AES encryption on all at-rest data

Audits and compliance – Wolters Kluwer is dedicated to maintaining the strictest security and control standards through external third-party audits and certification of our information security management system. We are also fully compliant with all current GDPR Directives, and with EU and US data privacy regulations.

Certifications:
→ ISO 27001:2016*
→ Cloud Security Alliance (CSA) STAR - Gold level
→ HiTrust
→ FISMA Accredited

Audits:
→ SOC 1 Type 2 SSAE 16/ISAE 3402*
→ SOC 2 Type 2 SSAE 16/ISAE 3402*

* Held by both Wolters Kluwer and the hosting provider

Reliable infrastructure and high availability – Clients are hosted on a virtual private cloud infrastructure to provide the highest levels of availability and scalability.
→ Scalable to accommodate your current usage demands and future growth
→ 99.5% uptime guarantee (excluding scheduled maintenance)
→ Session Level Failover available for Premium customers

Managed hosting, software deployment, and support – Hosted Passport clients can expect reduced upfront and long-term IT costs. The Passport infrastructure is overseen and managed by Wolters Kluwer and our secure hosting provider(s), relieving the client of the time and expense of an on-premise deployment.
→ Avoid the overhead of additional IT staff, hardware, and software
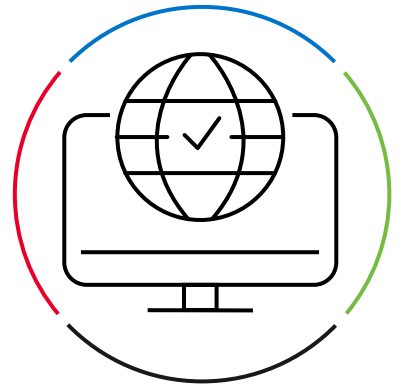
Our technology services are grounded in the three guiding principles of information security: confidentiality, integrity, and availability.

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→ Management of upgrades, maintenance, licensing, backups, security, administration, and monitoring of the infrastructure
→ No unexpected costs due to equipment failures
→ Faster deployment of software and upgrades, allowing client to realize a faster ROI

Disaster recovery and business continuity – ELM Solutions offers hosted clients flexible disaster recovery options to meet their specific business continuity and recovery-time objectives.
→ Daily data backups and long-term archiving available
→ Near real-time replication of the application and data to a disaster recovery facility, located in a geographically separate site from main hosting location
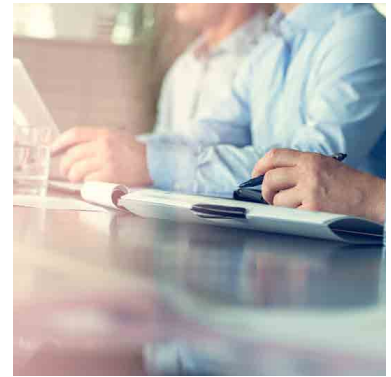
Hosting options
ELM Solutions offers hosting packages designed to meet each client's unique data storage, disaster recovery, and information security requirements.

Flexible hosting options for Passport*		
Feature	**Select**	**Premium**
24x7 infrastructure monitoring	√	√
Dedicated staging environment	√	√
Dedicated production environment	√	√
Dedicated sandbox environment		√
Additional development/sandbox environment	Available	Available
Dedicated hosting storage*	√ 100 GB included	√ 300 GB included
Additional hosting storage (100GB increments)	Available	Available
Data-at-rest encryption	√	√
99.5% guaranteed infrastructure uptime	√	√
High availability (session level failover)		√
Dedicated public IP address and custom URL	√	√
Daily data backups	√	√
Archive data backup retention	√ 6 months	√ 1 year
Secondary Disaster Recovery (DR) site	√	√
DR Recovery Time Objective (RTO)	24 hours	12 hours
DR Recovery Point Objective (RPO)	24 hours	4 hours

* Dedicated hosting storage is measured as disk space used for the production application database, file system, application and security logs, file transfer (SFTP), and document storage for each production and non-production environment. Additional hosting storage is available at an additional charge.

ELM Solutions' Data-at-Rest Encryption service provides strong encryption of all at-rest data, including all production data on disk, and includes encryption of disaster recovery data.

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