

Data Security

with Kinaxis RapidResponse

Whenever or wherever you access your supply chain data, we ensure it's safe, secure and ready when you are.

The old adage is true. Your supply chain is only as strong as its weakest link. The same holds true for your supply chain data. That's why Kinaxis[®] prides itself on using the most advanced internet security technology available to keep your supply chain data safe and secure. Kinaxis RapidResponse[®], our cloud-based supply chain planning software, comes with the peace of mind of knowing we take your data security concerns seriously.

Security and compliance

We work 24/7 to keep your data safe with routine performance monitoring coupled with anytime customer support and emergency response. From physical security measures to vulnerability scans, we take every precaution possible to safeguard your supply chain so you can rest assured, your data is in good hands – yours.

Key benefits

- ▶ Access your data anywhere, anytime
- ▶ Control user access and permissions
- ▶ ISP guaranteed 100% operational uptime
- ▶ Low latency connectivity
- ▶ 24/7 customer service and emergency response

Key security features

- ▶ SOC2 Type II certified
- ▶ Single tenant infrastructure
- ▶ AES256 bit backup encryption
- ▶ Disaster recovery time objective <24 hours
- ▶ Advanced security monitoring
- ▶ Industry best practices for data transit encryption
- ▶ Physical system protection

System architecture and availability

Get global access to your supply chain data, anytime, anywhere, with RapidResponse's secure data architecture. Easily connect from a web browser (Java or HTML client) and enjoy continuous access to your most valuable supply chain data across the globe. Our ISP guarantees 100% operational uptime and low latency connectivity, giving you maximum performance.

User access management

We make sure your data is only visible to those you want to see it. With secure logins using HTTPS/SSL encryption and customer-defined user permission levels, you choose who can see and interact with specific information and application functionality, extending through suppliers to customers. Configure your own password management policies to align with corporate guidelines including password expiry, complexity requirements and user lockouts. Plus, take advantage of our support for SAML/Single Sign On. It lets you control user authentication parameters, including enforcing additional factors like tokens or stronger passwords than required by RapidResponse.

Security standards

Kinaxis is SOC2 Type II certified and browser access is secured using SSL/TLS protocols, ensuring each web session is encrypted with unique keys. We adhere to strict industry standards for data privacy and security. We routinely conduct internal and external audits and have a formal process, including management oversight, to ensure controlled access to your data.

Data center policies

We take every precaution to ensure your data is physically secure as well. We have CCTV digital camera coverage of our data centers, which are integrated with access control and an alarm system. Security personnel are onsite 24/7, visitors are screened before entering and employees use keyless security with biometrics to enter the premises. Our data centers have complete N+1 infrastructure with network and firewall redundancies. We provide nightly off-site data replication with recovery at a parallel data center if needed. Our disaster recovery time objective is less than 24 hours, so we can minimize unexpected downtime due to operating or physical server failures.

Security monitoring framework

To ensure your data always remains safe we've implemented a comprehensive network monitoring system, including in-depth vulnerability scanning. We provide live security and analyst monitoring and escalation of verified security risks as defined in our incident handling procedures. With end-to-end service monitoring, enjoy on-request access to historical traffic performance analysis and triple-stage verification when there's a failure. You'll be able to quickly determine any localized or general service outages. Take advantage of our Customer Log Collector to review real-time availability and performance of your RapidResponse service anytime.

System access

With fully automated intrusion prevention and detection, we offer pre-scheduled and ad hoc security scans using advanced security tools. All data transmissions are encrypted and remote administrative access (by Kinaxis Support) is controlled by VPN with two-factor authentication (2FA) and firewall access control.

Need more information?

For more detailed security information, talk to your account executive or [email us at info@kinaxis.com](mailto:info@kinaxis.com).

