# Blueprint Cloud Services

November 2020

Blueprint delivers a highly secure world-class offering with 24/7 monitoring that helps customers save time and money on costly internal IT security infrastructure and maintenance. Zero-effort scalability also allows you to focus on your business, while we take care of your service infrastructure.

Blueprint Cloud is hosted in highly secure, scalable, Tier III-aligned data centers using one of our hosting partners. Hosting infrastructure is load-balanced, highly available, and housed at geographically optimized locations across at least two data centers. Daily database backups are replicated to secondary sites for disaster recovery.

Services	Primary Regions	Secondary Regions
Blueprint	**North America** - USA - Dallas	**North America** - USA - Chicago
	Europe - Ireland - Dublin	**Europe** - UK - London
Integrations	**North America** - USA - Northern Virginia	**North America** - USA - Oregon
	Europe - Ireland - Dublin	**Europe** - Ireland - Dublin
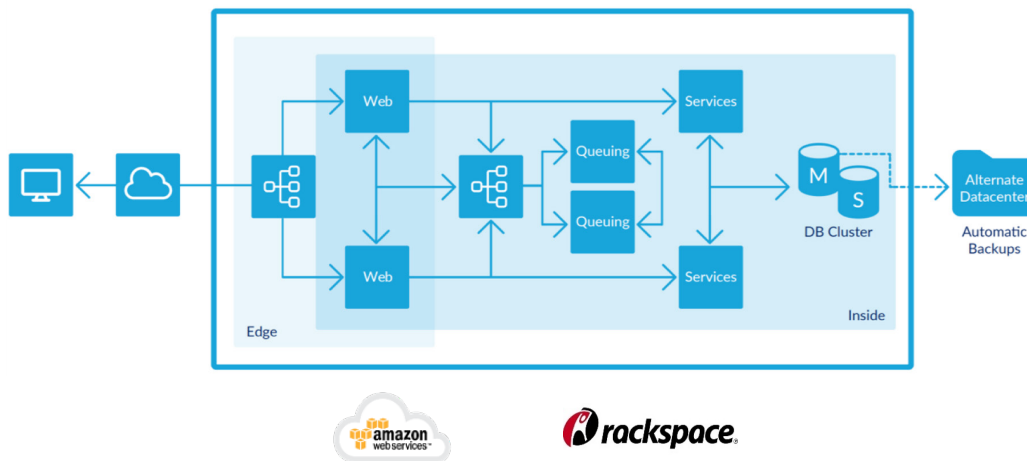
Hosted Integrations

Blueprint integrates with more than 40 ALM tools including JIRA, VersionOne, CA Agile Central, and TFS. Customers can seamlessly push artifacts, such as user stories and tests, from Blueprint to their ALM tools.

Bespoke integration capabilities are available using webhooks and our REST API.
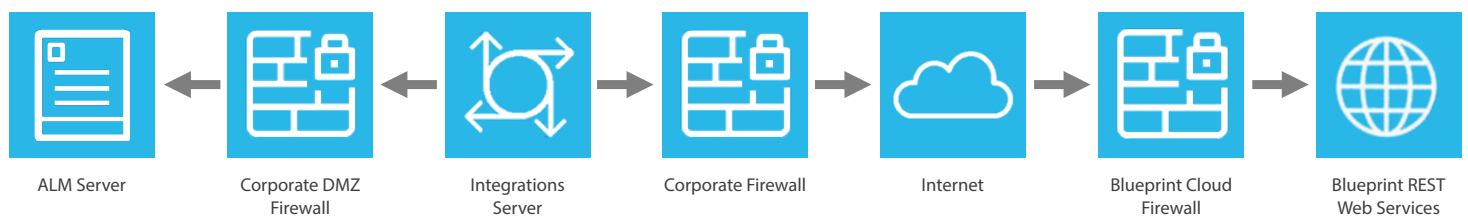
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Customer Website Security

Each customer is provisioned with dedicated HTTPS-only sites. Data transmitted between their users and Blueprint Cloud is always encrypted in transit using the TLS 1.2 protocol.

Customer Data Security

Each customer is provisioned with dedicated SQL databases to store their solution data and ensure data segregation. AES-256 encryption is used to encrypt data at rest on disk.

Infrastructure Security

Blueprint Cloud's servers have security updates applied monthly and are regularly scanned for vulnerabilities. Host-based IDS and IPS technologies are also used to monitor and defend against malicious intrusion attempts. Security events are logged to a centralized event management service for alerting and analysis.

Blueprint Application Authentication

User access and authentication are managed through the built-in secure authentication system.

Using granular role-based access controls, customers can customize exactly what actions their users and administrators can perform.

Customers may also use their own authentication systems by leveraging SAML 2.0. The Blueprint application supports both SP and IdP initiation and has been verified to work with ADFS 2.0.

Penetration Testing

Blueprint completes comprehensive, regularly scheduled, and independent full-stack penetration testing.

Data Center Compliance

Blueprint Cloud operates in SOC II Type 2 and ISO 27001 compliant data centers. Compliance documentation can be provided upon request and more information can be found below.

Amazon Web Services

Rackspace Compliance

Service Level Agreement (SLA)

Incidents or service requests can be logged by licensees 24x7x365 via the Blueprint Community. Initial response and incident assignment will take place within two hours for Severity 1 incidents related to service availability and normal service operation. Blueprint Cloud provides a monthly 99.5% uptime SLA.

For more details, please see our Cloud Support Terms.

Blueprint Software Systems is a global software company and leading provider of digital process modeling, documentation, and optimization solutions that support the scaling of intelligent automation initiatives for large-enterprise clients. Our award-winning cloud-based platform, the Blueprint Enterprise Automation Suite, is used by Fortune 500 companies around the world to build Digital Blueprints, which enable teams to design and deliver higher-quality automated processes, faster. With numerous integrations into the leading RPA platforms, our customers use Blueprint to help them accelerate and scale their use of RPA, improve automation governance, reduce compliance risk and bot maintenance, and drive continuous improvement across their organization. For more information, visit www.blueprintsys.com

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