Ensuring sensitive data remains safe and secure is the number one concern for organizations outsourcing critical data work to external providers. Risk to vulnerable data is significantly increased when managed through outsourcing and crowdsourcing solutions.

CloudFactory is a cloud-based workforce solution that acts as an extension of your team. We take your data security very seriously. We've established baseline security controls that are followed for all client projects, regardless of data sensitivity. For clients with heightened requirements, our WorkStream Shield and Shield Plus solutions enforce additional layers of workforce, workspace, and IT & network security.

Eliminate risk and make an informed decision by selecting the level of protection that is right for your data.

WORKSTREAM SECURITY COMPARISON
ESSENTIALS | SHIELD | SHIELD PLUS

PEOPLE: WORKFORCE SECURITY

Client data will only be accessed by CloudFactory employees, contractors, subcontractors, agents, or affiliates who adhere to our comprehensive standards.

	ESSENTIALS	SHIELD	SHIELD PLUS
Rigorous background screening, training, and additional evaluative measures conducted by CloudFactory, including a personal interview and resume validation.	✔	✔	✔
Signed non-disclosures with CloudFactory extending to all client work.	✔	✔	✔
Designated leadership staff thoroughly trained on data security guidelines and tactics, who physically monitor all team activity during each shift.		✔	✔
Enhanced background screenings resulting in an official police clearance certificate.			✔
Zero access to external devices during working hours (e.g. cell phones, tablets). CloudFactory enforces individual tactics and operational measures to restrict use.			✔
Training on industry-specific compliance standards (e.g., HIPAA) and signed acknowledgement forms.			✔

WORKSTREAM SECURITY COMPARISON
ESSENTIALS | SHIELD | SHIELD PLUS

TECHNOLOGY: IT AND NETWORK SECURITY

Client data will only be accessed on technology adhering to our strictest enterprise and compliance standards.

	ESSENTIALS	SHIELD	SHIELD PLUS
The most up-to-date anti-virus software.	✔	✔	✔
AES256 bit encryption, hard-disk encryption, and endpoint protection.		✔	✔
Policies and protocols that prohibit removal of technology from premises by employees, contractors, subcontractors, agents, or affiliates.		✔	✔
Ingress and egress firewall filtering is leveraged along with IDS/IPS.		✔	✔
Network access limited to whitelisted devices only with endpoint protection; all sharing is disabled.		✔	✔
Network hardware with industry standard anti-malware and intrusion detection utilities.		✔	✔
Secure and encrypted connections between CloudFactory and clients.		✔	✔
Restriction of physical data removal, including not limited to removal via USB media, CD/DVD, or Bluetooth file sharing.		✔	✔
Restriction of non-physical data removal, including but not limited to removal via email, local area connection, or other means.			✔

FACILITIES: WORKSPACE SECURITY

For projects requiring enhanced security protocols, client data will only be accessed at CloudFactory owned or leased and secured facilities.

	ESSENTIALS	SHIELD	SHIELD PLUS
Facilities are equipped with CCTV security cameras to monitor all surrounding external premises.		✔	✔
Building access is tightly restricted with full-time security personnel and badged entry.		✔	✔
All visitor access is logged and monitored.		✔	✔
Rooms are designated for secure work where authorized workers are only admitted via electronic keys.			✔
Dedicated rooms are equipped with internal CCTV cameras monitoring worker activity 24 hours a day, 7 days a week, 365 days a year.			✔