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GMI Management Operating System

Hosting Provider

- **Who hosts the software?** Rackspace is used as our cloud-based hosting provider.

- **What compliance certifications does the hosting provider hold?** Rackspace is SSAE-16 SOC1, SOC2 and SOC3 certified.

- **What type of infrastructure is used?** Our platform runs on hardware dedicated to Gupton Marrs International, Inc. (GMI) and is firewalled from all other Rackspace clients.

Application & Integration

- **What is the underlying technology stack?** The back-end is built on the Microsoft technology stack using ASP.NET, C#, and SQL Server. The browser-based front end is implemented using HTML and JavaScript.

- **What web browsers are supported?** We support Microsoft Internet Explorer Version 11 and the latest versions of Mozilla Firefox and Google Chrome. Apple Safari is supported on Mac OS X Yosemite or later. (The Microsoft Edge browser is not yet supported.)

- **What type of Identity Management solution is provided?** We provide built-in, Active Directory Service Interface (ADSI) and SAML authentication solutions.

- **Can an existing Identity Management system be integrated?** Yes, external SAML and ADSI providers are supported. For ADSI, remote connectivity from Rackspace must be allowed.

- **Is Single Sign-On (SSO) supported?** Yes, using an external SAML provider.

- **Is Multi-Factor Authentication supported?** Yes, using an external SAML provider.

- **Is an Application Programming Interface (API) provided?** A public API is not provided.

- **Does any software need to be installed on users' desktops?** No. However, optional functionality such as *ad-hoc* reporting and in-place edit of attachments require GMI's MS Excel Add-ins and Client Extensions.

Data Location, Segregation, & Encryption

- **Where is the primary and disaster recovery (DR) data stored?** Primary data is stored at Rackspace's Dallas (DFW) data center. DR data is stored at their Chicago (ORD) center.

- **How is data synchronized between the primary and DR data centers?** Microsoft's SQL Server AlwaysOn technology is used to replicate data across primary and DR locations at 15 minute intervals.

- **How is the data segregated?** Each client's data is stored in a separate database. Client data is not commingled with any other client data.

- **How is data encrypted?** Data at rest is encrypted using SQL Server Encryption. Data in transit is encrypted using SSL.

- **With what frequency are backups taken?** Weekly full and daily differential backups are taken.

- **How and where is the backup data stored?** Two weeks of backups are stored in the Rackspace DFW data center.