System Security

"Data security is an important factor for every client, our continued investment in the latest technology methods and world class data centres show our commitment to this valid concern."

Managing Director
Click4Assistance

Click4Assistance

Converse | Monitor | Engage

Overview

Understanding that outsourcing mission-critical IT and communication systems involves trust, governs the principles on which we design and maintain the Click4Assistance solution, architecture and security.

Our clients include financial institutions that must adhere to FCA (financial conduct authority) guidelines and regulations, together with organisations such as the NHS, Police and Charities where data security is critically important.

Emphasis is on 3 major aspects:

Security - Both physical and logical access to data

Connectivity - Always available, resilient and robust

Infrastructure - Secure, accredited with complete redundancy

Sheffield Mutual
Est. 1892
For you, your family, your future

"Having our data located in the UK is a priority for us"

Click4Assistance

Security

We fully understand why physical and data security is so important; Click4Assistance is proactive in this environment with security a top priority.

As a UK based company with data centres in London conforming to ISO 9001 and 27001 standards, Click4Assistance adheres to the stringent regulations laid out by the FCA for data storage, GDPR and PCI compliance.

Internal security policies are constantly monitored, tested, reviewed and updated, ensuring the following aspects are addressed:

- Physical and remote access

- System monitoring

- Data storage and Encryption

- Business continuity (BCP)

- Disaster recovery (DR)

ISO   *Compliant with multiple UK regulatory bodies*
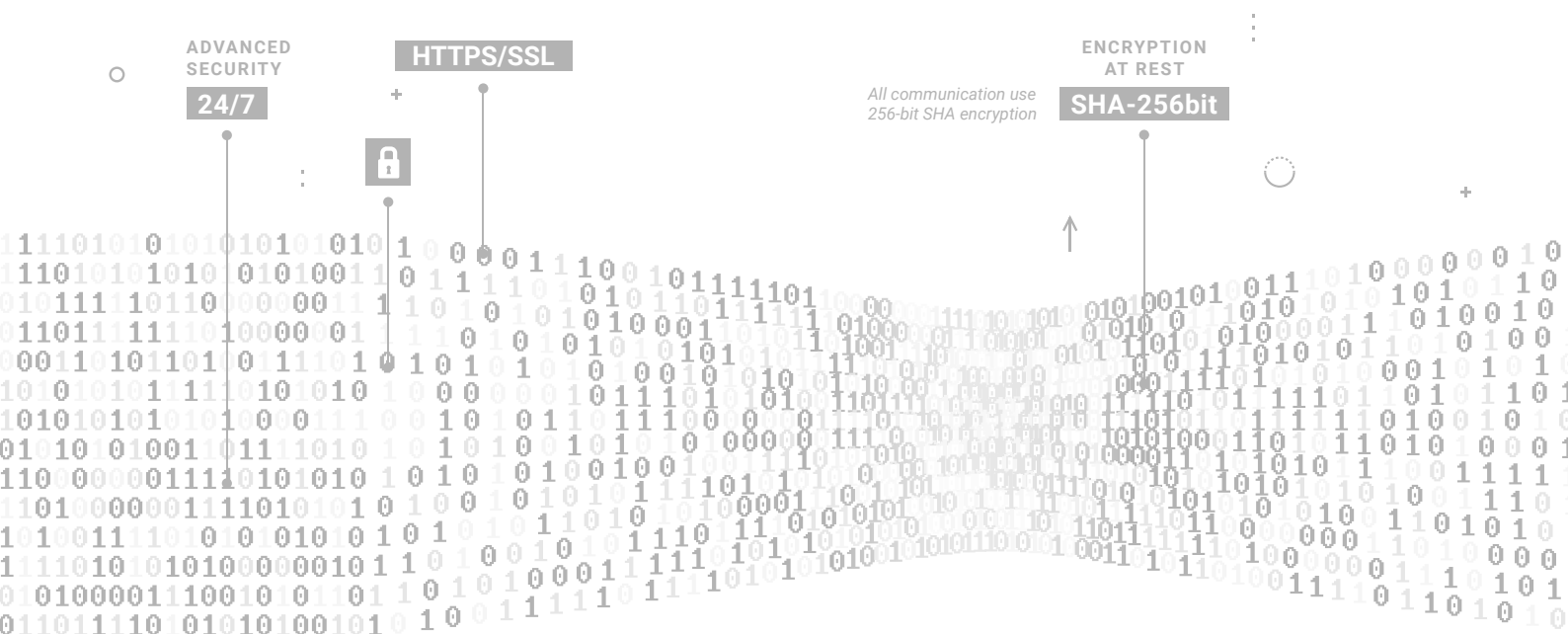
The Solution

Click4Assistance has been designed from the ground-up with security laying the foundations, all chat communications are over https/SSL using SHA-256bit encryption (the same level of encryption you would expected on any checkout page), with data encrypted at rest as standard. By default, the ability to mask sensitive data such as credit card numbers is enabled, masking ensures this type of information does not even reach our servers.

Managers and CSR's have advanced security measures such as granular permissions to all modules and associated features, ability to lock down by IP address, lock-out on unsuccessful login attempts and a full user audit for management analysis.

Data Security

Account information including chat transcripts are secured using the measures above, our standard data retention policy is listed within the relevant reporting documentation, unless you require this information to be exported or purged based on your own internal policies.

Databases are constantly backed up and replicated to stand-by servers (also based in the UK) on a transactional, differential and full basis.

ADVANCED
SECURITY
24/7

HTTPS/SSL

*All communication use
256-bit SHA encryption*

ENCRYPTION
AT REST
SHA-256bit

Connectivity

Click4Assistance is a communication tool; connectivity is an important factor to consider when ensuring your live chat facility is securely "always-on" 24/7.

Access to Europe's major network operators, ISPs and unrivalled access to internet exchange points (IXPs) ensures you receive an enterprise level of connectivity. Sophisticated levels of resilience are achieved by distributing our content and data through multiple Tier 1 carriers.

Firewalls and routers are managed by approved engineers ensuring top level security and operational expertise.

Network hardware is configured to operate in standby-active roles, should a unit fail the other takes over in milliseconds with no loss of connectivity.

An array of monitoring tools are used 24/7 by engineers at the network operation centre (NOC) to ensure optimal connectivity across all carriers and hardware.

multiple 'Tier 1' carriers providing full resilience

Monitoring 24/7   100% Uptime

Infrastructure

Using HP equipment, located within Telehouse, Europe's most advanced data centre, you can be assured your data remains in a world-class environment with complete resilience.

Entry to the data-centre is tightly controlled by a permanently manned security presence with strict procedures in place to monitor and control visitor access both into and within the data centre. Extensive CCTV video camera surveillance is in place across each facility, along with security breach alarms, biometric checks and controlled physical barriers.

Telehouse prides itself on being Europe's most advanced data centre, with connectivity to over 530 carriers, providing a world-class, secure, highly-connected environment for all leading financial services, cloud operators and content providers.
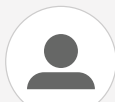
Permanently Manned	Video Surveillance	Restricted Retina Scan Access	Comprehensive Power Backup	Resilient Internet Connectivity

Built to the highest industry standards, high levels of physical and environmental resilience are protected against fire and power outage:

- Computerised Building Management Systems (BMS) that monitor and remotely operate sensors covering electrical, mechanical, fire detection and leak detection systems.

- Redundant power provides access to high-capacity power supplies - Uninterruptible Power Supply (UPS) systems and standby diesel generators capable of supporting the site indefinitely.

- Very Early Smoke Detection Apparatus (VESDA) or alternative sophisticated detection technology is installed in every facility.

Accreditations include:

- ISO 27001 - highly secure environment

- ISO 9001   - standard for business quality management

- ISO 14001 - environmental management system standard

- ISO 22301 - business continuity management system standard

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