Cention Contact Center
Cloud security policy

Cention takes security and availability very serious and strive to always provide our service without interruptions and with high security standards.

Physical environment

To obtain the level of availability and hosting that we promise our customers we use AWS (Amazon Web Services) to host our software. If the datacenter that Cention use is not favorable for a customer, it is possible to choose which AWS datacenter to be hosted in (additional fees may apply).
You will find AWS security documentation here:
https://aws.amazon.com/security/

Virtual servers

We are a pure cloud service BUT all customers have their own virtual server/servers when using Cention.
This set up is designed to secure the customers data, i.e. no customers share database or application with any other customer. Every instance has its own firewall configured to secure each layer of the service.

Administration of the servers is a 100% conducted by Cention personnel and every action done is logged for reference.
Cention system administrators have signed an additional NDA and our internal policies set forth that we do never access customer data without a formal request from the customer, for example support requests or requests for exports of customer data.
Cention has system administrators 24/7 to safeguard our delivery of service.

Access to the service

Customers access Cention through Internet via a web browser. It is the customer's responsibility to secure Internet access and keep the web browsers up to date with security patches.
Customers connect to our service secure over SSL for establishing an encrypted link between Cention and the customer.

If a customer requires higher level of access security, Cention will for an additional fee provide IP-range lock and/or VPN.

Testing

Cention conducts throughout testing of all new code that gets added to our software. Responsible for testing is our Q&A department. They conduct functional, regression and security testing.

Regulatory compliance
AWS Assurance Programs includes among others:

Global

CSA	Cloud Security Alliance
ISO 9001	Global Quality Standard
ISO 27001	Security Management Standard
ISO 27017	Cloud Specific Controls
ISO 27018	Personal Data Protection
PCI DSS Lvl 1	Payment Card Standards
AICPA SOC 1	Audit Control Report
AICPA SOC 2	Compliance Controls Report
AICPA SOC 3	General Controls Report

For a full list, please visit: https://aws.amazon.com/compliance