

hh2 Cloud Services specializes in synchronizing data from the on premises accounting system to the cloud and from there to various mobile devices, browsers and platforms. Much of this data is proprietary and confidential. Some of it is extremely sensitive. hh2 takes its responsibility to keep this data safe very seriously.

End to End Protection

hh2 pushes and pulls data from the on premises accounting system using a synchronization client. That client communicates with our cloud services over TCP port 443 using https and SSL encryption. For customers that use the web interface of our software, we encrypt traffic also using https and SSL. Our native device apps for iOS and Android also use SSL to communicate with our servers in the cloud.

A Secure Environment

The primary benefit of subscribing to software provided in the cloud is that you don't need to worry about the technical details of how the service is provided. It is essentially a black box that someone else maintains so that you don't have to. The details of how our solution works is not only irrelevant, but exposing them would make us more susceptible to those trying to gain unauthorized access (hackers).

That being said, our servers are hosted in a commercial data center that is fully locked down in a historically disaster free zone in the United States. There is around the clock physical security and only authorized personnel on file with the data center are allowed access. It is SSAE16 certified to be taking all reasonable precautions to protect your data while ensuring continued access.

We use industrial grade firewalls with intrusion detection and protection to automatically cut off harmful traffic. We keep our servers fully patched and use the appropriate anti-virus software. Data we consider particularly sensitive is stored in an encrypted state so even if someone were to gain root access to the data, they would not be able to use it in any way.

Passwords

With the precautions we take, the most likely method an intruder would take to gain unauthorized access is to guess the username and passwords of an authorized user. We have a number of security features to mitigate this risk.

Password Complexity

We have the option to enforce password complexity requirements so that users are required to enter in a minimum number of digits and complex characters for their password.

Password Encryption

Passwords are encrypted on disk so that even if an attacker got root access to the database they could not discern the passwords. The reason this is so important is that many times the same passwords are used for many sensitive accounts. So if a user's password to an otherwise secure account is discovered, the attacker could use that to hack into other sensitive accounts.

Auto User Setup

When setting up user accounts, administrators have the option to create the user account without a password by simply supplying an email address. The user is then emailed a link that allows them to set up their own password. This is more secure and alleviates the need for a temporary password that often never gets changed.

Access Log

We have a log that allows Administrators to view when their users are logging in and out of the system and records pertinent information like date, time, and IP address. This makes it easier to know if the password was compromised.

Sage 300 Construction & Real Estate

To enable the integration with Sage 300 CRE, we need to set up a Sage user dedicated to hh2. This allows us to set up an account that will not be subject to having its password change, disrupting the integration. This Sage user should be set up as an Application Admin and Security Admin. Both roles are required in order for the integration to function reliably. We have made every attempt at reducing the security requirements, but have found that Sage 300 CRE requires these roles in order for us to access the data and settings necessary for a robust, automated, full featured integration.

Technical Requirements

In order to guarantee robust integration, we must have Sage 300 Construction & Real Estate running on a 64-bit Windows 2008 Server or newer with 8GB of RAM and at least 40GB of free space. We highly recommend that you run the latest version of Sage 300 CRE. We cannot guarantee uninterrupted integration without it. You can find the latest technical requirements at <http://www.hh2.com/techspecs>.

Looking Forward

hh2 is always looking for ways to improve the security of its products. In fact, we have a development roadmap dedicated to this. We will announce additional security features when they are completed and if they are relevant for public consumption. There is a thin line that must be navigated to give enough information to inspire confidence, but not so much that it gives nefarious individuals a leg up on how to plan their attack. hh2 will continue to take all reasonable precautions and efforts to making sure we stay several steps ahead.