

Best-in-class SaaS deployments with Upland cloud services

Upland Software's enterprise-grade cloud operations provide state-of-the-art speed, reliability, connectivity, security, and scalability to support Software-as-a-Service deployments.

Why SaaS?

SaaS delivery comes with many distinct advantages:

- Central hosting allows support and management to be increasingly efficient, reliable, and timely
- Accelerated delivery of new features and enhancements
- Reduction in ongoing support for multiple servers
- Increased availability, security, and encryption for your data

Why SaaS search?

With a BA Insight SaaS deployment, users truly feel the competitive advantage that enterprise search offers while reaping the benefits of the cloud such as:

- Access to an enhanced enterprise search experience
- Increased accessibility to information
- Improved worker productivity
- Reduced cost of maintenance



What are the business benefits of a managed service?

Our driving purpose is to continuously meet and exceed your expectations with our world-class infrastructure standards and procedures.

- Access state-of-the-art security and hardening practices that are reviewed and refined on a consistent basis
- Enhance security and reliability via AWS infrastructure
- Benefit from 24/7/365 monitoring by Upland's dedicated cloud team
- Access world-class support that handles maintenance operations
- Automatically receive the latest security and feature updates
- Enable faster adoption time and use with rapid deployment
- Reduce costs with no IT overhead

Cloud infrastructure capabilities

With Upland's reliable, connective, and secure cloud capabilities, we provide a robust way to scale and gain confidence in a cloud deployment. Our partnership with Amazon Web Services (AWS) provides a secure and deployable solution with the highest quality infrastructure. Other benefits include reliable data encryption as well as the following services and credentials:

Network security

Experience default security provisions that help safeguard the confidentiality and integrity of all data transmitted over any form of data network. We implement and maintain the strongest industry standards for encryption.

Vulnerability management

Servers, networking infrastructure, and all other physical and virtual resources are kept as current as possible with appropriate security-specific system patches. Regular penetration tests and vulnerability scans are performed to further assess our security preparedness. All major technologies are configured to best practice standards to remove unnecessary services and other configuration options that can subject the resources to unnecessary risk.

Business continuity and recovery

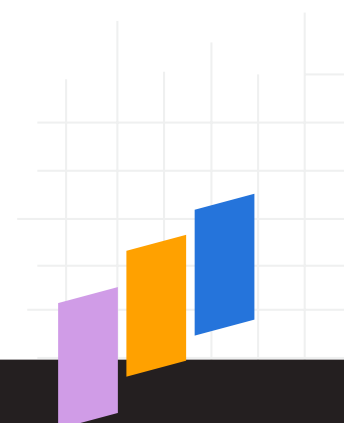
Upland requires that all applications hosted on behalf of customers have a documented and approved disaster recovery plan, and all continuity plans must be communicated and approved by management. Business continuity plans are tested annually to verify their effectiveness and suitability with all aspects of the testing being documented, including overall results and lessons learned. This is vital to a secure system and key to your business performance.



Accreditation and best practices

All of our products are accredited with the appropriate certifications, based on the customers' requirements. The applicable certifications ensure the most satisfactory delivery of our products and enable your competitive advantage. Possible certifications are:

- SSAE 16 SOC 1 Type II
- SSAE 16 SOC 2 Type II
- ISO 27001 Certification
- GDPR Compliant
- HIPAA Compliant
- Privacy Shield Certification



Benefits of Amazon Web Services

Since its launch in 2006, AWS has become the undisputed cloud platform and is the cloud infrastructure leader according to Gartner. It has been successful in the competitive market due to the quality services and features it provides.

Broad and Deep Platform: More than 70 services and continually launching new features and functionality

Pace of Innovation: Focus on continuous improvement to empower organizations and meet their needs

Global Infrastructure: AWS has 42 availability zones in 16 geographic regions

Secure: Comprehensive capabilities for the most demanding information security requirements

Compliant: Rich controls, auditing, and broad security accreditations

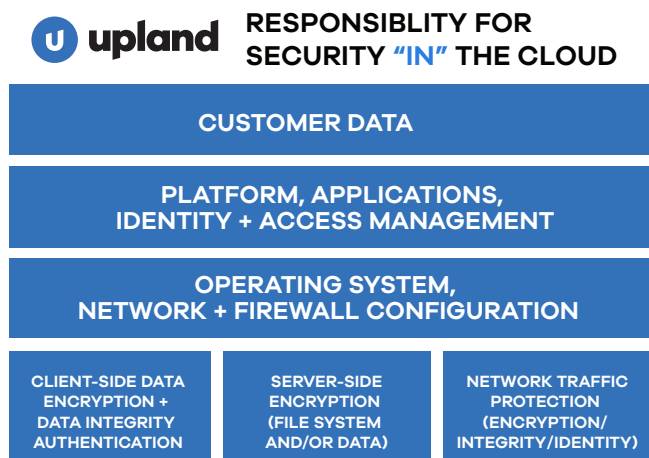
Trusted: Supports almost any workload for over a million active customers in 190 countries

Shared security responsibility for infrastructure standards and procedures



Upland maintains the following standards and procedures in relation to the infrastructure that provides its services:

- Central code repository with automated code quality scoring
- Segmented and secure virtual private cloud (VPC) networks
- Highly restricted, role-based access to production EC2 environments governed by the least privilege principle
- Hardened EC2 instance images
- Two-factor authentication requirements for server and console access
- Redundant servers for critical systems
- Software-based firewalls configured to “default deny”
- High availability built in via virtual load balancers
- Unlimited, secure storage capacity with S3
- Continuous monitoring of all components, subcomponents, and internal/external/front-end/back-end applications to assist infrastructure and service integrity



Ready to get things done?

Let us show you what Upland BA Insight can do.

Upland BA Insight leverages AI technology to deliver a web-like advanced search experience with results that are relevant, personalized, and actionable. The connector-based technology works with enterprises, customer portals, and web sites, turning searches into actionable insights, regardless of where content or users reside.

