

NTT data

NTT DATA Figtree Systems



Figtree<cloud>
Secure Hosting Services

Global Resources...
Local Knowledge

Figtree<cloud>

Figtree<cloud> offers the functionality of Figtree Systems Software without the upfront infrastructure investment. It is the preferred deployment solution for organisations seeking to mobilise their workforce operations and resource capabilities through a secure, cloud-accessed software service.

NTT DATA Figtree Systems is a global software developer that provides business applications and cloud-based management tools to support organisations in driving efficient workflow, resource allocation, record management and mobility.

Operating across public and private sectors, we provide solutions for Claims Management, Workplace Health and Safety, Enterprise Risk Management, and Fleet and Asset Management. Our typical clients include Third Party Claims Administrators, Self-insured Corporations and Government at all levels.

Since commencing business in 1983, a focus on research and development has allowed NTT DATA Figtree Systems to grow and adapt alongside a valued group of international clientele. By retaining and developing our specialist consultants, developers and client service staff, we ensure our clients are supported by management tools that are scalable, secure and effective in an evolving IT service space.

Quick Facts

- 300+ clients.
- 60+ professionals.
- 30+ years in operation.
- 10 global locations.
- 15+ years providing hosted solutions.
- Subsidiary of NTT DATA Corporation.
- Certified Health & Safety AS/NZS 4801: 2001, Sydney Head Office.
- Certified Information Security ISO/IEC 27001: 2013, Sydney Head Office.

Figtree<cloud> Benefits

- Secure cloud service, certified ISO 27001.
- Access software from anywhere via the internet in real time.
- Reduce the running and upkeep costs of an in-house IT system.
- Benefit from predictable ongoing expenses.
- Interface with existing enterprise systems, including General Ledger, HR and Web Banking.
- Rapid software deployment and delivery.
- Achieve greater security through centralised data management, automatic backup services and secure web encryption.
- Maintenance fee covers hardware and software upgrades.
- Software upgrades performed by NTT DATA Figtree Systems.
- System Administrators are provided with remote system access.
- Support scalable and secure enterprise mobility.

Figtree<cloud>

Secure Hosting Services

Figtree<cloud>

By utilising **Figtree<cloud>** via a web browser or mobile web applications, users are able to access NTT DATA Figtree Systems software anywhere with an internet connection. For the user, there is no obvious difference between using **Figtree<cloud>** and using software installed on a desktop or local network.

Figtree<cloud> removes the complexity and cost associated with the running and upkeep of an in-house IT system. As a result, there is no need to purchase and maintain servers, computer rooms or virus protection, or to implement back-up tasks or expensive data security systems. With **Figtree<cloud>**, this is all managed for you in a purpose-built, secure data centre.

Our robust disaster recovery and backup services ensure your information is protected against the threat of unforeseen events and ready to restore to working order in the event of an emergency.

Accessing NTT DATA Figtree Systems software via **Figtree<cloud>** allows organisations to benefit from a secure and accessible platform that integrates with existing enterprise systems to support effective enterprise mobility and resource management.

The NTT Group

NTT DATA Figtree Systems is a part of the NTT Group, a Fortune Global 500 entity who provide systems integration and IT services globally. Collectively, NTT Group employ over

220,000 people worldwide with a focus on cloud, mobility, network and communications.

By being a part of the NTT Group, NTT DATA Figtree Systems is able to leverage off technological innovation and competencies gained from other businesses within NTT Group, including Dimension Data, who provide globally recognised expertise in hosting solutions.

Infrastructure Overview

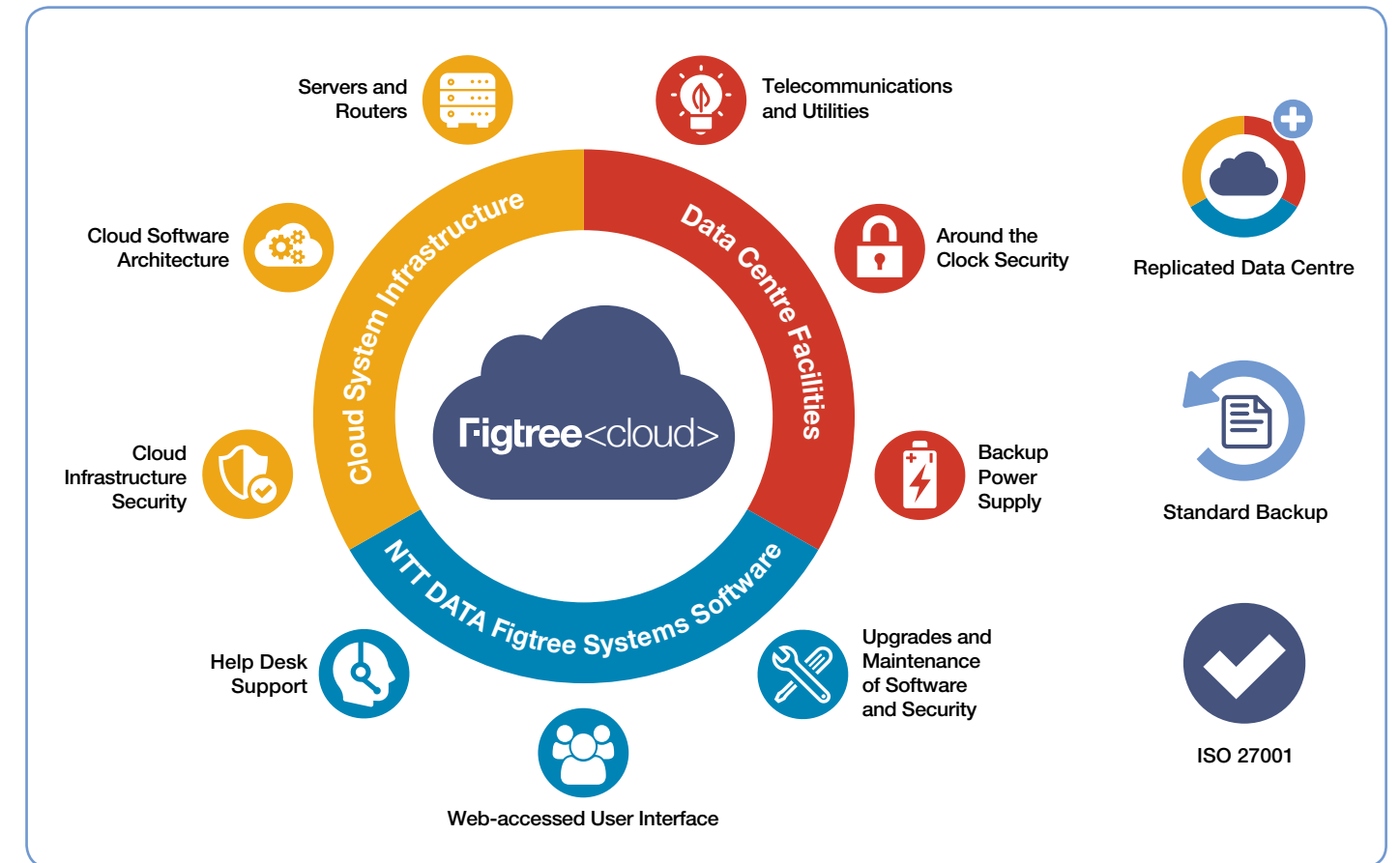
Figtree<cloud> service can be broken down into three elements:

- Data centre facilities.
- Cloud system infrastructure.
- NTT DATA Figtree Systems software.

The highly secure data centre facilities, utilities and telecommunications lines used by **Figtree<cloud>** are provided and maintained by Equinix IBX Data Centres. Data centres are located in Sydney and Melbourne.

The cloud system infrastructure itself, provided by Dimension Data, includes both hardware and software. Hardware includes servers and routers, while software includes the core system architecture and security to support NTT DATA Figtree Systems software.

Both Dimension Data and Equinix are certified under the Information Security Standard ISO 27001 and have been selected based on their ability to deliver secure and scalable cloud infrastructure services.



Figtree<cloud> Service Overview

ISO 27001 Certification

NTT DATA Figtree Systems holds information security as a fundamental value. To ensure our clients continue to be provided with the most secure service, NTT DATA Figtree Systems' Sydney head office obtained ISO 27001 certification for Information Security. The standard provides a continuous governance and monitoring mechanism for the information security of our software and support services.

As a globally recognised management standard, ISO 27001 provides a robust framework to ensure effective information security measures are properly enforced, reviewed and managed. By adhering to the Standard, NTT DATA Figtree

Systems can ensure that our security policies and procedures are of a high standard and continue to evolve with business needs.

Application Security

NTT DATA Figtree Systems uses the following tools and techniques to ensure our software is secure:

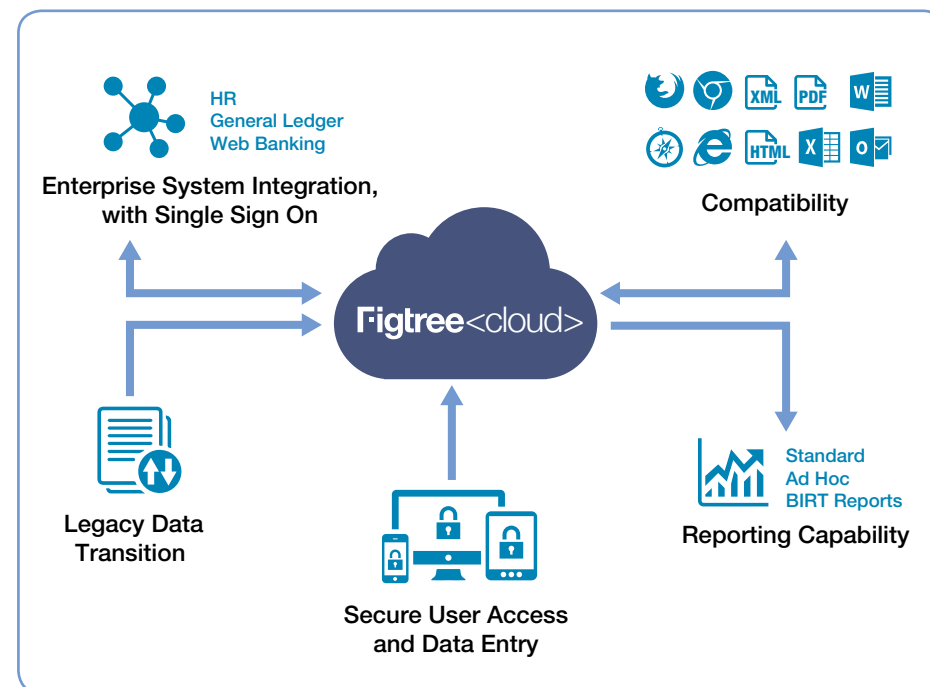
- Communication between the client and the application is secured via the Transport Layer Security (TLS) protocol.
- All web servers are TLS enabled.
- All authentication and session management occur through an encrypted tunnel.
- Authorisation and privilege management.

- Disabled sticky key functions and administrative shells to prevent activation of malicious codes.

- Information leakage and improper error handling tested.

Penetration Testing

NTT DATA Figtree Systems has independent information security testing performed annually by CQR, an internationally recognised auditor. The purpose of penetration testing is to ensure NTT DATA Figtree Systems' application security and hosting infrastructure are supported by an effective security system for protecting confidential client information.



Figtree<cloud> Integration and Capability

Figtree<cloud>

Secure Hosting Services



Client Data Security

- All software and client data is protected by Symantec Antivirus protection.
- Access to client's data is restricted to NTT DATA Figtree Systems support personnel, infrastructure and research and development teams.
- All NTT DATA Figtree Systems employees are contractually bound to follow strict security protocol and, where required, are subject to external police checks.
- Should a client opt to withdraw from the hosting service, the database will be returned to the client and backup data will be destroyed 30 days from the contract termination date.

Privacy and Confidentiality

The NTT DATA Figtree Systems application supports confidentiality of information via user attributes and the

rights associated to them, including system administrator, advanced user and personal configuration options.

Individual user and/or groups access rights can be constrained to one or more of the following:

- **Organisation level:** access according to specified business unit(s) or department(s).
- **Modules:** limited to modules available.
- **Screen or tab:** limited to defined available screens or tabs associated with a module.
- **Field level:** limited to defined fields on a screen or tab.
- **Data records:** as defined by configuration, for example only specified users can access specific incident or claim types.
- **Forms and questionnaires:** access is only via input locations.
- **Ability:** view, add and/or update.

Business Continuity Plan

As part of our commitment to protecting the confidentiality and security of client information, NTT DATA Figtree Systems has developed a Business Continuity Plan (BCP) for disaster recovery. Business Continuity Planning is an important element in our ISO 27001 Certification as it ensures that we are well equipped to respond to unforeseen occurrences.

NTT DATA Figtree Systems has a BCP, which covers risk management for:

- Catastrophic events.
- Loss of facilities due to:
 - Fire.
 - Loss of power.
 - Sprinklers activated.
 - Unable to access building.
- Breach of Security.
- Corruption of data.

In addition to the above BCP items covered by NTT DATA Figtree Systems, both Dimension Data and Equinix Data Centres have holistic governance frameworks in place to manage unforeseen events.

Disaster Recovery

An important component in mitigating the risk of unforeseen events are our replicated data centres located in Sydney and Melbourne. Our Disaster Recovery system provides clients peace of mind knowing that their data is continuously replicated at a

secondary site, within a server that is configured with replicated Figtree Software. In the event of an emergency, the Figtree<cloud> system can be restored to full functionality, without needing to change URLs or user credentials in order to resume access to the service.

Data Backup and Recovery

Along with the data centre infrastructure, NTT DATA Figtree Systems applications are configured with failover capabilities for switchovers (switching from site 1 to site 2). NTT Data Figtree Systems maintains a fully configured operational failover environment, with hourly data synchronisation.

Backup Overview

- Full backups of database are performed daily and retained on-site.
- Specific system application files and client generated / loaded files are backed up 3 times a day.
- Any hardware failure is remedied within the facility and is supported by a predefined backup restoration process.

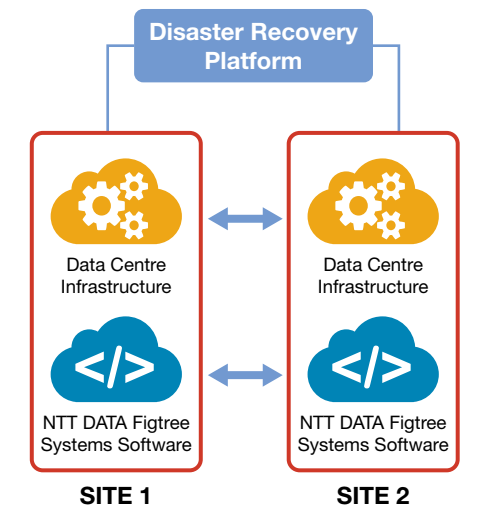
Data Centre Facilities

NTT DATA Figtree Systems uses industry-leading internet infrastructure company, Equinix, for our data centre facilities in Melbourne and Sydney. Their service offering includes the use of the facility, the provision of IT infrastructure housing, advanced security systems, and access to utilities and telecommunication connections.

Certified under ISO 27001 Information Security and ISO 9001 for Quality Management Systems, Equinix offer around-the-clock security, advanced fire control systems, full electrical generation backup, dual electricity and water supply systems. Data centres are also supported by an array of security equipment, techniques and procedures to control, monitor and record access to the facility.

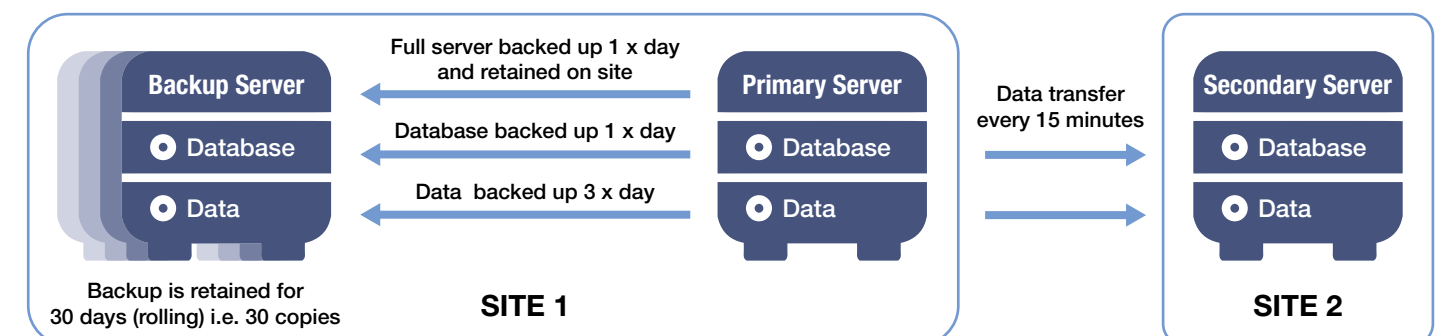
With proven industry-leading uptime records, Equinix's data centres are supported by uninterrupted power supply systems to prevent power spikes, surges and brownouts, as well as secondary backup diesel generators for additional runtime.

Equinix Data Centres have a dedicated facilities management team 24 hours a day, every day.



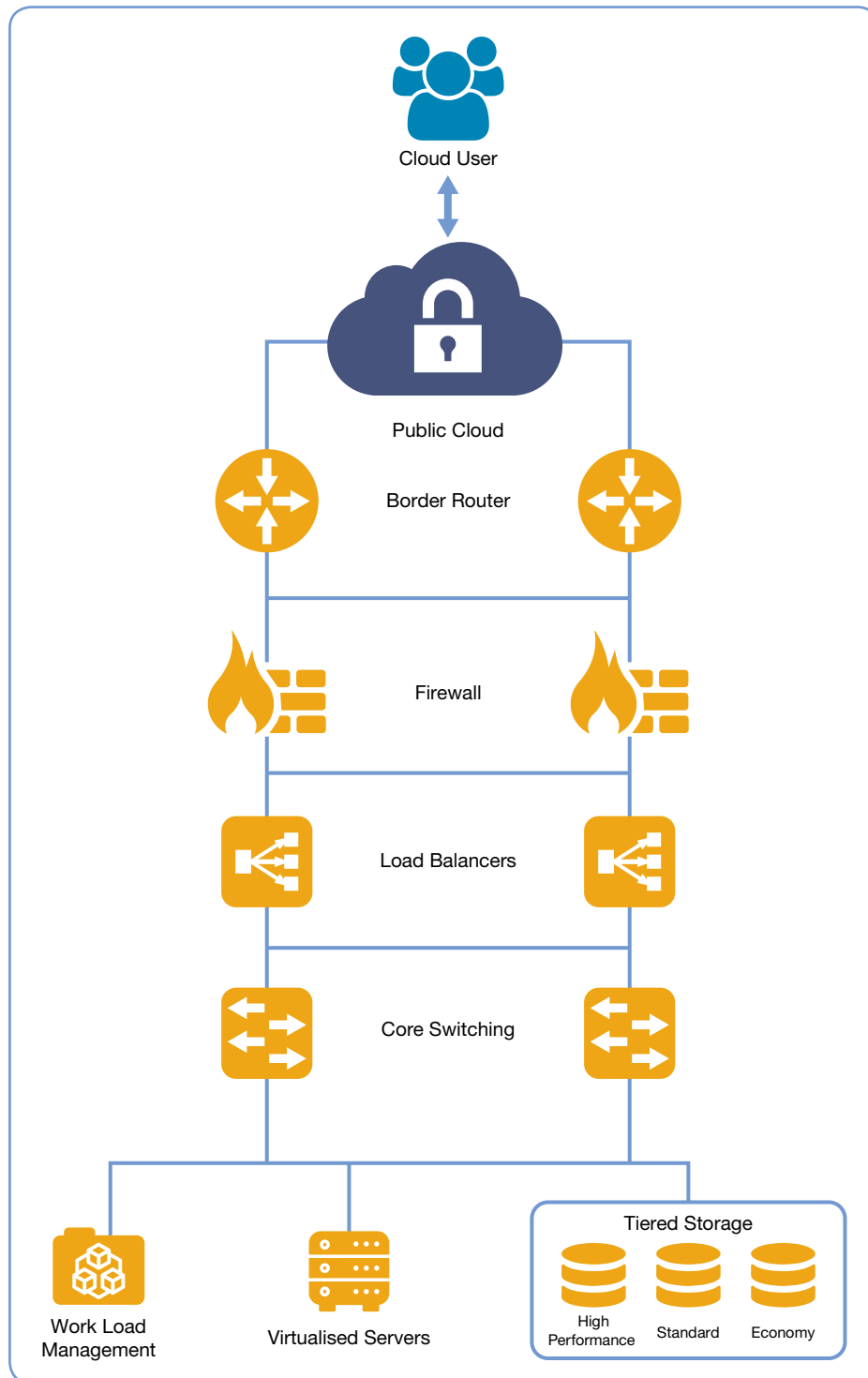
Data Centre Power Backup and Recovery

- Carrier-dense hubs and top internet exchange points.
- Data Centres provide global average uptime of >99.9%
- N+1 power redundancy within the IBX® facilities ensures that for every mission-critical component there is at least one backup power feed that kicks in when there is an outage.
- N+1 redundancy for all major cooling equipment ensures that there is at least one independent backup component for cooling systems.



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Cloud System Infrastructure

Cloud System Infrastructure

Figtree<cloud> is delivered using a public Cloud as a Service (CaaS) operated by Dimension Data, who provide the servers and the software infrastructure upon which NTT DATA Figtree Systems' software operates. Dimension Data's cloud computing system ensures that networking infrastructure is functional and optimised for NTT DATA Figtree Systems' hosted solution.

Offering high performance and high availability, **Figtree<cloud>** uses renowned storage platform, EMC for its servers. EMC storage platforms offer advanced switching and security protocols across multi-tiered storage options used in **Figtree<cloud>**'s primary and replicated sites.

Dimension Data Overview

- Part of the NTT Group.
- Cloud solutions in 100 countries.
- A 30-year heritage in networking and IP communications, combined with cross-discipline ICT expertise.
- Designed and built over 8,500 IP networks worldwide, enabling more than 12.5 million users to connect to their organisations' networks.
- Support and manage more than USD 30 billion worth of networking equipment across the globe 24 x 7 x 365.
- State-of-the-art networking, virtualisation and storage technology provided by partners like Cisco, EMC, F5, Microsoft and VMware.

Dimension Data has carefully selected key global security partners based on their specialist expertise, providing unrivalled coverage across a full spectrum of IT security requirements. These include Cisco hardware in the main platform and a combination of hardware and software security. Dimension Data's security system is regularly audited by both internal and external auditors to ensure a high level of security is maintained.

Cloud Software Infrastructure Security

- Multiple security layers, such as password encryption, user access rights, audit logs, controls on specific system access levels, firewalls and TLS are deployed to protect client data.
- Fully managed intrusion detection system utilising signature, protocol and anomaly-based inspection methods, providing around-the-clock monitoring. This includes both a network intrusion detection system and a host-based intrusion detection system to ensure our multi-tenancy controls are not compromised. Intrusion detection and threat identification uses Alert Logic's Threat Manager and Active Watch services.
- The infrastructure and multi-tenant application layers have a "defence-in-depth" security strategy, in which a series of security layers are implemented so that no single solution is relied upon to provide security.



- The cloud platform is defended using Arbor Networks' Peakflow solution for edge-to-edge security, visibility and carrier-class threat management and remediation.
- Security patches are deployed overnight (outside of client business hours).

Figtree <cloud> and Application Support

- Development and deployment of all patches, bug fixes and minor and major software releases.
- Management and renewal of security software licences used under **Figtree<cloud>**.

- Access to the NTT DATA Figtree Systems help desk.
- Access to user group meetings as they occur.
- 24 x 7 monitoring of internet connection and software uptime.
- Data recovery and backup services.
- Optimisation of hardware and software.
- Software updates made in accordance with legislative requirements for Regulator Returns within the Maintenance and Support Agreement (Workers Compensation only).

Global Resources... Local Knowledge

Drawing upon over 30 years of experience we have the resources to deliver our applications in a secure cloud environment hosted in Australia to fully utilise mobile and web technologies.



Figtree<workers>
Claims and Injury Management



Figtree<fleet>
Fleet and Asset Management



Figtree<safety>
Safety Management System



Figtree<policy>
Underwriting and Policy Management



Figtree<risk>
Enterprise Risk Management



Figtree<life>
Life and Disability Insurance Claims Management



Figtree<claims>
General Insurance Claims Management



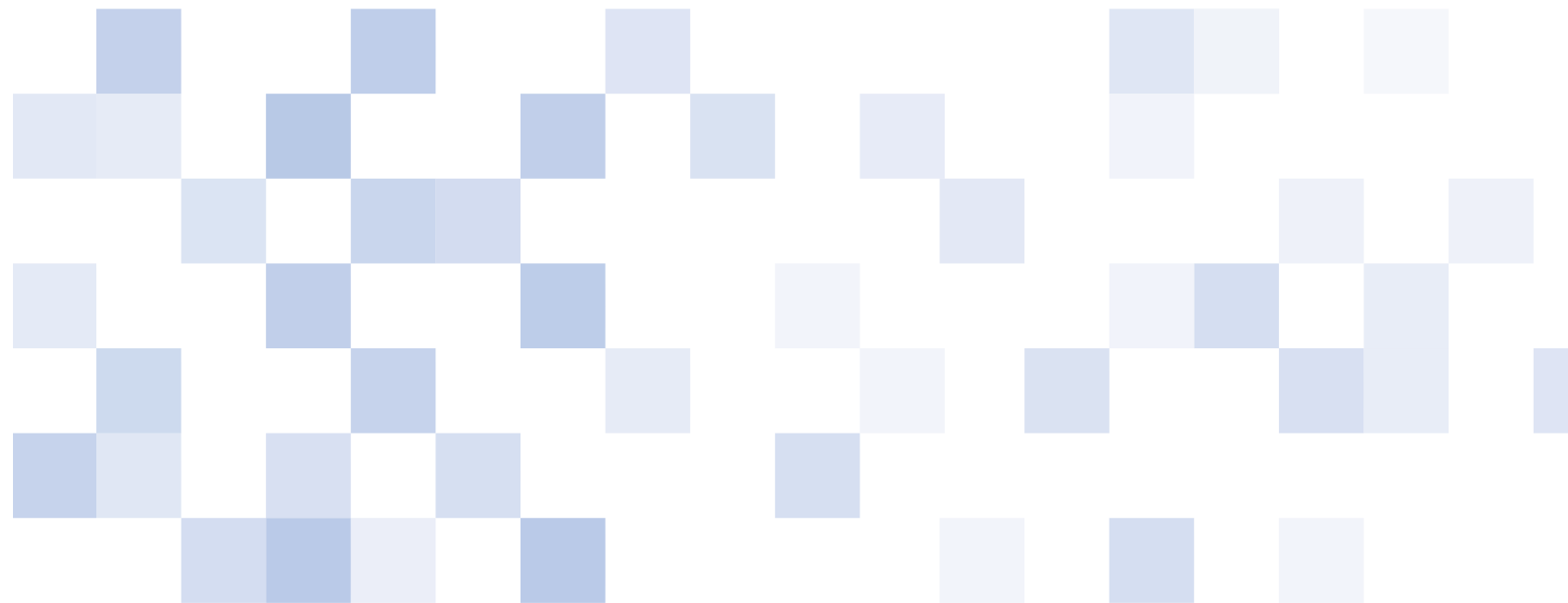
Figtree<mobile>
Mobile Deployment Solutions



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Secure Hosting Services



Figtree<enterprise>
Business Rules Management System and Data Warehouse



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