COMPLEAT HOSTED
ENVIRONMENT

Brochure

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COMPLEAT HOSTED ENVIRONMENT

This document provides an overview of Compleat's hosted environment and the security features available and offered with every product. For questions or comments, please contact compleat@compleatsoftware.com or your Account Owner.

SECURITY OVERVIEW

Compleat workshop and demonstration

- The Compleat web server is a Windows 2012 R2 Datacenter server running IIS. The Compleat web software is hosted in our location.

- The Compleat Services Server is a Windows 2012 R2 Datacenter server, with no public access. Background services and integration tasks are run from this server.

- A Compleat instance runs from two SQL Server databases. These are private on the Compleat network.

- Users can either access the web server application by browsing to it directly via a supported browser (IE11, Chrome or Edge), or by using the Compleat mobile app installed on an Apple, Android or Windows Phone device. In either case, all communication with the server is secured by HTTPS communications, using a certificate encoding all messaging with TLS 1.2 web security protocols. User and password configuration and refresh of passwords is defined by each customer to meet their own requirements.

The Compleat server environment is hosted on the Microsoft Azure cloud.

The Compleat hosted environment comprises of the following components:

Security overview | Web server | Services server | SQL server databases | Mobile app
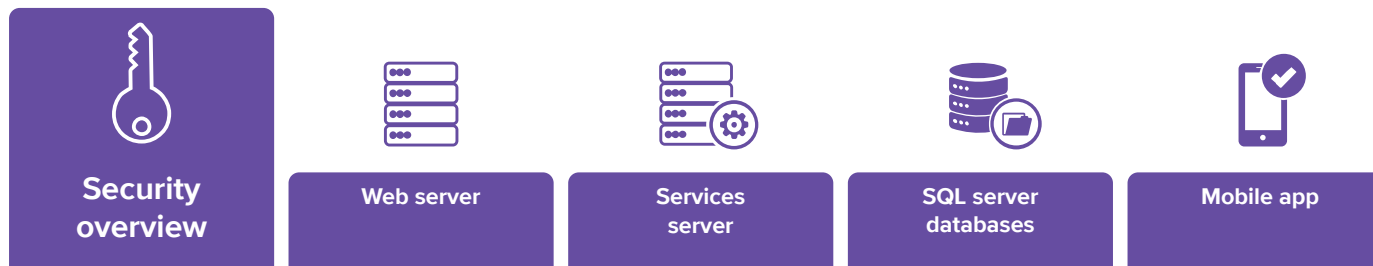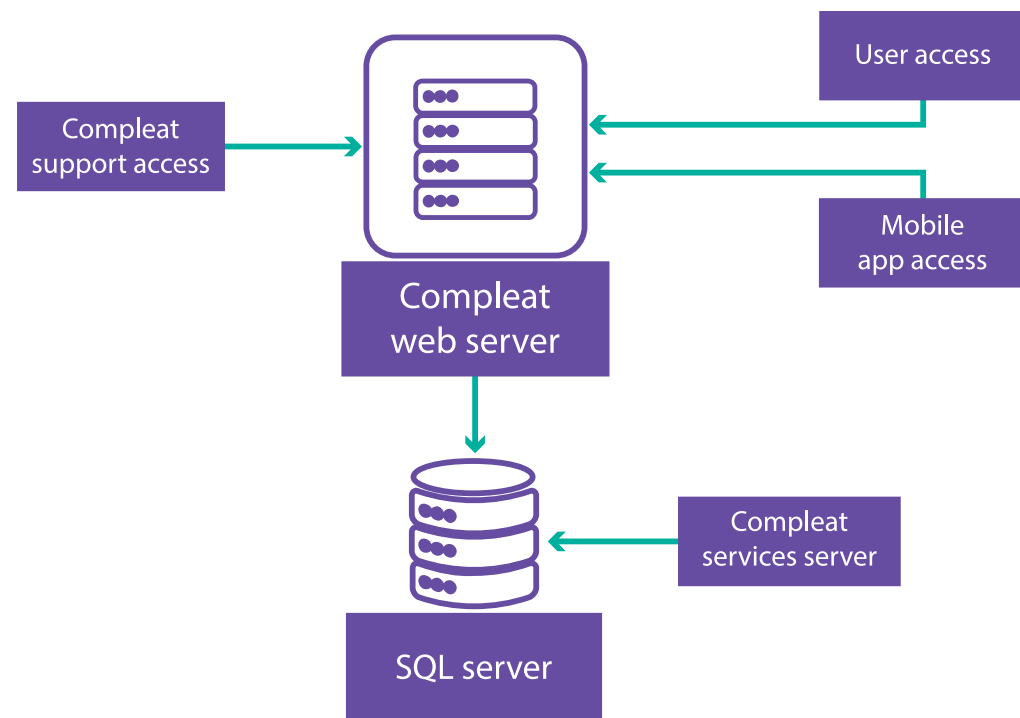
Web server

Security

User access to the web server is secured using a server certificate. This uses TLS 1.2 as its security protocol, ECDHE_ RSA as its key exchange mechanism, and an AES_256_CBC / HMAC-SHA1 cipher. This ensures that all data exchanged between the client and the server is considered fully secured and encrypted, and safe from interception by a third party.

From time to time, tmembers of the Compleat staff might access the server directly for support purposes. The server is hosted on a Microsoft Azure network, meaning the physical hardware is inaccessible to any third party. Compleat staff can access the server remotely via RDP (Remote Desktop).

In this instance, access credentials unique and private to selected Compleat staff are used, and RDP access to the server is restricted to the specific static IP addresses assigned to the Compleat offices in Doncaster and Norwich. Access from any other location or network would not use these IP addresses and so are blocked by the Azure Network Security Group configured for this environment.

Maintenance / Disaster recovery

The web server contains no persistent data, and the Compleat software installed on it is applied from a standardised template. As such, no data backups are taken. In a disaster recovery situation, a replacement server would be built by Compleat support staff and the software reinstalled.

As web access to the software is via a domain owned by Compleat, the domain would be reallocated to the replacement server and so no action on the part of end users would take place.

| Security overview | eb server | Services server | SQL server databases | Mobile app |

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Services server

Security

The server's server runs internal software only and, as such, exposes no public facing interfaces. The Azure Network Security group configured for this environment blocks direct access to the server from the public.

From time to time, Compleat staff may access the server directly for support purposes. The server is hosted on a Microsoft Azure network, meaning the physical hardware is inaccessible to any third party. Compleat staff can access the server remotely via RDP (Remote Desktop).

In this instance, access credentials unique and private to selected Compleat staff are used, and RDP access to the server is restricted to the specific static IP addresses assigned to the Compleat offices in Doncaster and Norwich. Access from any other location or network would not use these IP addresses and so are blocked by the Azure Network Security Group configured for this environment.

Maintenance / Disaster recovery

The services server contains no persistent data, and the Compleat software installed on it is applied from a standardised template. As such, no data backups are taken.

In a disaster recovery situation, a replacement server would be built by Compleat support staff and the software reinstalled. As there is no public access to this server, no action on the part of end users would take place.

Security overview

Web server

Services server

SQL server databases

Mobile app

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SQL server databases

Security

A Compleat instance runs from two SQL Server databases, both hosted on Azure SQL Server. Direct connections to these databases is password-protected, and the Azure SQL Servers firewall is configured to only allow access from the static IP addresses of the Norwich and Doncaster Compleat offices (therefore no other network or location can access them), and the Compleat web and services servers, which are also hosted internally in Azure.

Maintenance / Disaster recovery

Running under Azure SQL Server, Compleat databases can be point-in-time restored to any 10-minute time window within the past 35 days. The backups are maintained and managed by Microsoft as part of the Azure service.

In the highly unlikely but more serious event of a long-term/ permanent outage of an entire Microsoft data centre, then a database can be restored from the last differential backup, stored automatically by Microsoft in a secondary data centre, which will be less than 24 hours old.

Security overview | Web server | Services server | **SQL server databases** | Mobile app

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Mobile app

Security

The Compleat mobile app communicates with the web application to send and retrieve all information.

It uses the same TLS 1.2-based secure web protocols used by direct web access, and as such is as secure as accessing the web software directly.

No persistent data is stored on the mobile device, other than configuration settings.

Security overview

Web server

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Mobile app

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Compleat Software is a leading provider of powerful spend management solutions for SMEs that eliminates paper and unites finance, procurement and budget holders, providing an accurate, real-time picture of company finances. Offering the next generation of purchasing and budget management automation at an affordable cost, its P2P software comprises solutions for e-invoicing, purchase invoice approval, purchase order and receipting, employee expenses, contract management, and report generation. For further information on our capabilities and to learn how we empower results for clients, please visit our **website.**

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