

# Masterkey Security



We understand that our clients' data is the lifeblood of their business. Data gives you your competitive advantages, data allows you to function as a company, and most importantly data is the reason you use Masterkey.

For this reason, data security is paramount to everything we do at Masterkey. We build security into our software architecture, we have ensured that security is prevalent from a hardware perspective at our datacenter, and we make certain user access control is meticulously designed into the application and carefully managed.

Our dedication is 100% absolute integrity when managing or accessing your data.



## People

While people are any organization's greatest asset, people also present the most significant and least predictable security threat. Rest assured that you can rely on our staff. Everyone from senior management to receptionists undergo rigorous background checks. We require a high level of experience and certification from our employees, and we provide continuing education and training in all aspects of security. To protect you further, Masterkey employees do not maintain access to administrator usernames and passwords, only the customer does.



## Technology

We are on the forefront of technology when it comes to securing your data. We deploy multiple layers of network security. The Perimeter Defense Layer features firewalling and distributed denial of service (DDoS) protection designed to disperse DDoS attacks without affecting your operations. Network Integrity and Content Filtering Layers detect and eliminate individual intruders as well as viruses, spyware and malware. The Host Security Layer begins with secure initial configurations and strong passwords, and it includes patch management, Intrusion Prevention System (IPS) and antivirus protection. The Data Protection Layer includes data encryption and data backup.



## Operations

Operational Security is not a product, it is a culture. Masterkey believes in and fosters this culture throughout all levels of our organization. Masterkey facilities and network requirement policies far exceed industry standards. Our fully redundant network and data center infrastructure allows for peace of mind, even under extreme circumstances.

**Find out more:**

Visit us at [www.gomasterkey.com](http://www.gomasterkey.com) or call us at +971 4 398 9739.



## Why can you trust Masterkey when it comes to protecting your data?



### It is our livelihood and our business to be secure.

- ✓ Masterkey provides state-of-the-art security capabilities to prevent hackers and other unauthorized users from gaining access to data.
- ✓ Our service architecture is designed to be as secure as possible.
- ✓ We complement these capabilities with strong physical security and backup measures.



### We implement the most relevant and secure technologies.

- ✓ Most up-to-date firewall protection
- ✓ Optional secure socket layer (SSL) encryption
- ✓ Intrusion detection systems
- ✓ Built in Microsoft security features



### We only host with the most secure and reliable data centers.

- ✓ Environment & climate controlled
- ✓ UPS & Regulated power supply
- ✓ Fire Detection System/Fire Dampening System
- ✓ Fuelled Standby Generator
- ✓ CCTV & Magnetic Card entry
- ✓ Network Operations Center
- ✓ 24x7 Security
- ✓ Automated Building Management System



### We implement built in security measures inside Masterkey.

In addition to securing your data, Masterkey assists clients with threats from within their own company.

- ✓ Per module access control on users, prevents users from stealing all data.
- ✓ Audit trails and backend history logging track every activity that takes place within a customer's system.
- ✓ Per property access control on unit data, narrows viewable data.
- ✓ Explicit control on export to excel.

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