BradyConnect
SAFETY. COMPLIANCE. PRODUCTIVITY.

Data Protection

At Brady we understand the value of data protection. Our team takes every step to provide a highly secure environment for our customers. Therefore, all hosted information is protected. We have addressed every area of security from physical location to anti-virus to firewall. Our customers' data is important to us, so only authorized Brady employees handle your data.

Data Center

Brady utilizes the Microsoft Azure cloud platform with over 100 data centers around the world. Brady Connect uses only platform as a service solutions which benefit from 100% Microsoft managed resources and zero VPN access into the servers. Microsoft Azure is utilized by 85% of Fortune 500 companies. Azure leads the industry with over 60 data center certifications[1] and guarantees 99% availability.

Access Controls

Azure utilizes multilayer physical and technological security including high security perimeter fence, 24/7/365 surveillance, vehicle checkpoints, world class access control procedures, and multi-factor biometric entry points with full body metal detection. In addition, Azure encrypts all data both at rest and in flight. In order to provide further protections, Azure data centers house on-site hard drive destruction, state of the art first suppression systems and 24/7/365 protection from Microsoft's Cyber Defense Operations Center. The Cyber Defense Operations Center is part of Microsoft's $1 billion annual investment to keep Azure more secure with over 3,500 security professionals and a combination of best of breed and custom security software.

Firewall and Systems Security

All Azure resources are protected by firewalls and threat detection software. Microsoft also utilizes evergreen antivirus and change monitoring to detect anomalies. Brady employees do not have access to the servers which are completely managed by Microsoft. Brady trains all application developers on OWASP Top 10 development best practices. We maintain an extensive suite of automated test that verify all levels of the system as changes migrate through multiple staging environments, using automated tools to eliminate human error. All systems are monitored at multiple access points to detect when an issue might have occurred.

Backups and Data Recovery

Brady Connect uses Azure Cosmos DB to store customer data. Azure Cosmos DB is Microsoft's globally distributed, multi-model database. With the click of a button, Azure Cosmos DB enables you to elastically and independently scale throughput and storage across any number of Azure's geographic regions. It offers throughput, latency, availability, and consistency guarantees with comprehensive service level agreements (SLAs), something no other database service can offer. All writes to Cosmos DB are replicated in multiple locations across multiple datacenters, virtually

eliminating the possibility of Cosmos losing data. In the event that data is accidently deleted by human intervention, Azure Cosmos DB automatically takes backups of all data at regular intervals. The automatic backups are taken without affecting the performance or availability of your database operations. All backups are stored separately in another storage service, and those backups are globally replicated for resiliency against regional disasters.

Crisis Management

Brady monitors the environment to proactively avert issues before they cause disruption. However, in the event of a highly severe issue, our crisis management procedure will go into effect; assessing and identifying the issue, assigning the resources and resolving the issue as quickly as possible. Brady keeps the customers up-to-date on the progress of the issue moving to resolution.

Disaster Recovery

Brady Connect utilizes Azure's built-in high availability server pools, which automatically detect when servers have issues and automatically removes them from the server pool. This feature, along with Cosmos DB's distributed data capabilities, severely reduce the potential disaster footprint. In the event that a disaster does occur, Brady provides a Disaster Recovery (DR) plan and the human resources needed to get the environment up and running. Our DR plan tries to minimize the interruption to the normal operations, establish alternative means of operation and limit the extent of disruption and damage in the event of a disaster.

Execution of DR plan includes:

- Rebuild the web applications and database at another Azure datacenter using automated scripts
- Request database backups from Azure and re-populate the database
- Switch DNS to the new servers/IP address.
- Work with our hosting provider to recover the system within 6-8 hours in the event of a disaster.

References

[1] https://azure.microsoft.com/en-us/overview/trusted-cloud/