

UNDER THE HOOD WITH BRUCE CHAMBERLIN

## KEY POINTS ABOUT COGNITION360 DATA SECURITY



**Bruce Chamberlin**, Co-Founder and CEO, Cognition360.

Bruce has over 25 years' experience across a range of IT specialist and management roles. His wealth of knowledge spans IT strategy, governance, infrastructure, service management, operating systems, databases, file systems, networks, application development, datacenters and IT operations. He also has an in-depth knowledge of Microsoft technologies.

**With Cognition360, customers and prospective customers need have no concerns about the security and privacy of their data. Cognition360 has been designed from the outset to operate safely and securely in the cloud environment.**

Many of our prospective customers have used tools such as BrightGauge. Our security profile is at least comparable – and is more secure in many areas. BrightGauge data sets are stored in a cloud service that is multi-tenanted across all BrightGauge customers. We do the same, albeit in Microsoft Azure rather than Amazon Web Services (AWS).

### Key points are:

1. If after a trial the customer does not want to proceed, we delete all their data.
2. We rely on Microsoft Azure for our infrastructure security. Azure is highly certified and is a trusted computing environment.
3. We have strong access control as to who in our organization can get access to the “processing”

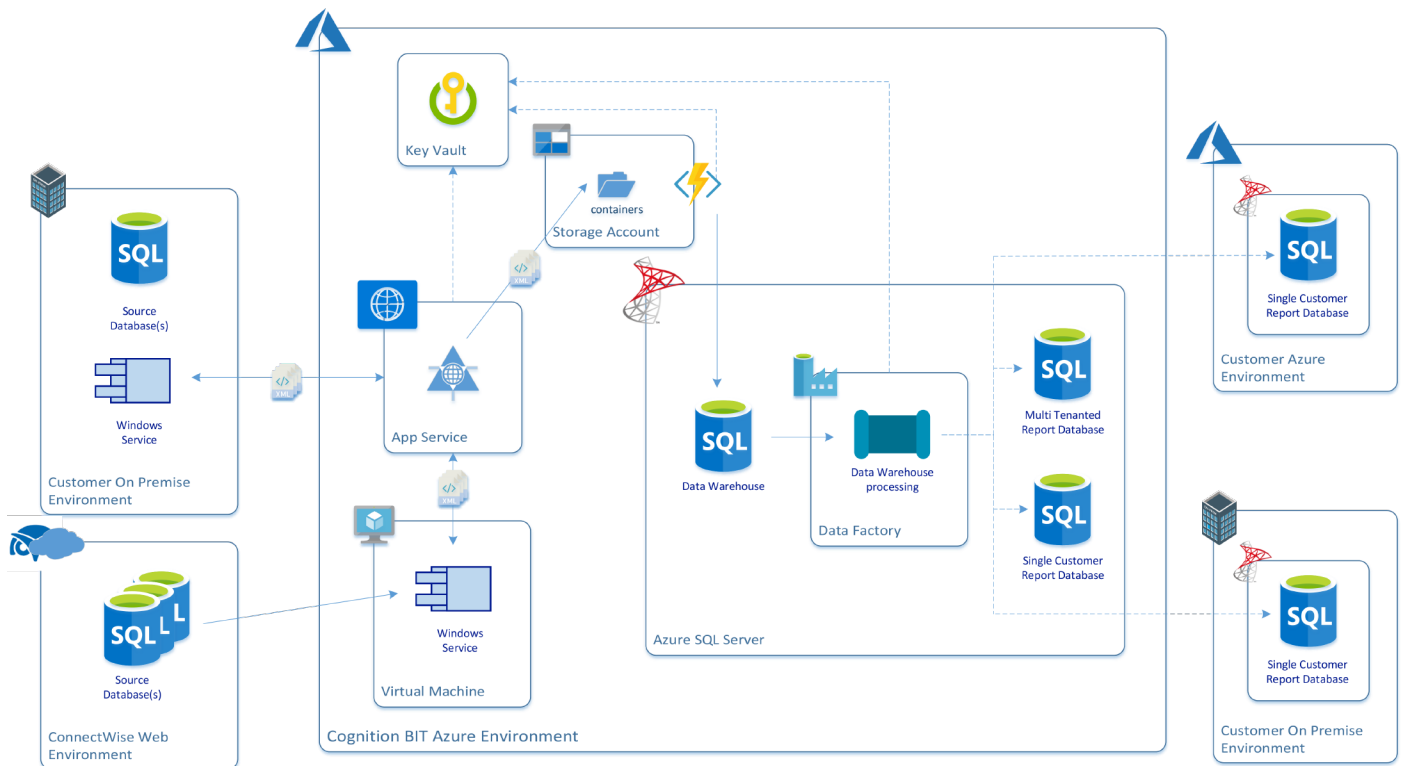
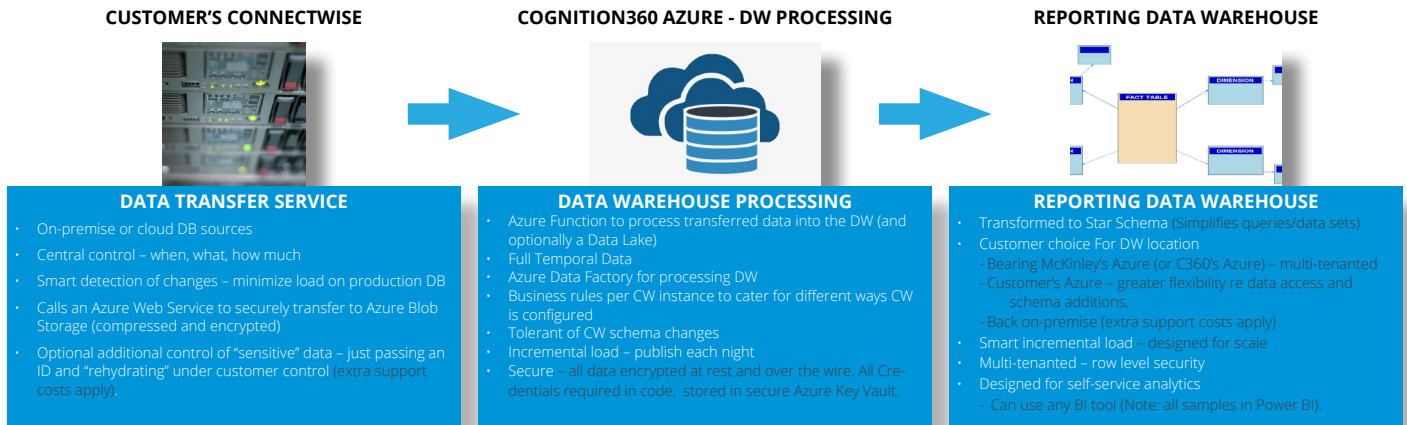
Azure services and data warehouse – and we have two-factor authentication (2FA) for all user access.

4. We are very careful in code – always encrypting in flight and storing all credentials in an Azure Key Vault. Also, Azure SQL encrypts all data at rest.
5. We do not store sensitive data, such as ConnectWise user passwords.
6. We have an additional configuration option where we do not pull customer or contact names (just transferring an ID). When the data is published back into the reporting data warehouse (which would be under the customer's security control), the customer then runs a process to update from ID to the real name – so reports can be read by humans. This can be a good option to solve significant compliance requirements – but it entails more setup costs for us, and therefore is not something we offer as part of an initial free trial. We are happy to discuss this further with interested parties.

# Cognition360 architecture

The diagrams below represent the Cognition360 architecture. Please email or call if you have specific questions or concerns you'd like to discuss.

## High-level architecture



## ABOUT COGNITION360

Cognition360 is a powerful Data Warehouse and Business Analytics platform to transform the efficiency and profitability of your MSP business. It is the only Data Warehouse specifically optimized for ConnectWise.

Cognition360 takes data from an MSP's ConnectWise Manage application, or ConnectWise Automate and other applications, and 'transforms' that data into a data warehouse star schema to allow the sophisticated reporting and analytics that are critical to managing an

MSP's KPIs. With Cognition360, you will:

- Boost the profitability of customer agreements.
- Boost engineer productivity and realization.
- Reveal your ticket lifecycle.
- Manage projects better.

Visit [www.cognition360.com](http://www.cognition360.com) to find out more.

Keen to find out how Cognition360 could work for your business? Get in touch to book a 15-minute call to get the ball rolling.

FOR MORE INFORMATION

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