WATERSTREET
DO MORE STARTING NOW

SECURITY
— AND —
PERFORMANCE MONITORING

WaterStreet is a proud Microsoft Gold Partner and utilizes Azure platform services to deliver our Business Intelligence Solution. Our fully developed API offers a rich set of web services enabling thousands of calls to be easily made and connect to your separate systems. Our cloud ETL service provides scale-out serverless data integration that is enterprise data ready. We can store data of any size, shape and speed and allow for all types of processing and analytics across multiple platforms and languages. Extract data from any source as Microsoft can seamlessly integrate to any business environment. Built in the cloud, there are no memory or speed constraints.

WATERSTREET SECURITY AND PERFORMANCE MONITORING OVERVIEW

WaterStreet employs an end-to-end approach to data security, performance, and availability. Our products include tools that empower your teams to achieve compliance with confidence and security infrastructure that keeps your data safe while offering optimal software performance. We have developed our framework using best practices in the SaaS industry to achieve our key objectives.

CUSTOMER TRUST AND PROTECTION
consistently deliver superior product and service to our customers while protecting the privacy and confidentiality of their information.

AVAILABILITY AND CONTINUITY OF SERVICE
ensure ongoing availability of the service and data to all authorized individuals and proactively minimize the security risks threatening service continuity.

INFORMATION AND SERVICE INTEGRITY
ensure that customer information is nevercorrupted or altered inappropriately.

COMPLIANCE WITH STANDARDS
we design our corporate security program around the industry cybersecurity best practice guidelines.

DATA SECURITY

The objective of Waterstreet's security program is to safeguard customer data and maintain customer trust. Our security program is driven by compliance standards, regulatory requirements, and industry best practices. We consistently review and refine our standards for data management to ensure best practices in data management.

INFRASTRUCTURE SECURITY
▶ Hosted on leading cloud infrastructure provider Microsoft Azure
▶ Network and Perimeter Production

CUSTOMER DATA PROTECTION
▶ Logical Tenant Separation
▶ Encryption In-Transit (TLS 1.2, TLS 1.3)
▶ Encryption At-Rest (AES-256)

APPLICATION PROTECTION
▶ Web Application Firewall (WAF)
▶ Distributed Denial of Service (DDoS) Protections
▶ Regular Vulnerability Scanning
▶ Annual Penetration Testing

ORGANIZATIONAL SECURITY
▶ Security Education & Awareness Training
▶ 24/7 Monitoring & Incident Response
▶ Vendor Risk Management

COMPLIANCE
▶ SOC 1 Type 2 Report
▶ NIST 2.0 Compliant

APPLICATION PERFORMANCE MONITORING

WaterStreet operations and engineering teams use industry-leading tools and instrumentation of services to monitor and analyze the behavior of our SaaS platform. Metrics from services and our cloud infrastructure are fed into an alerting framework. Alerts generated from our monitoring framework will cause our automation to take the appropriate corrective action or it will notify operation staff of an abnormality that needs review and attention.

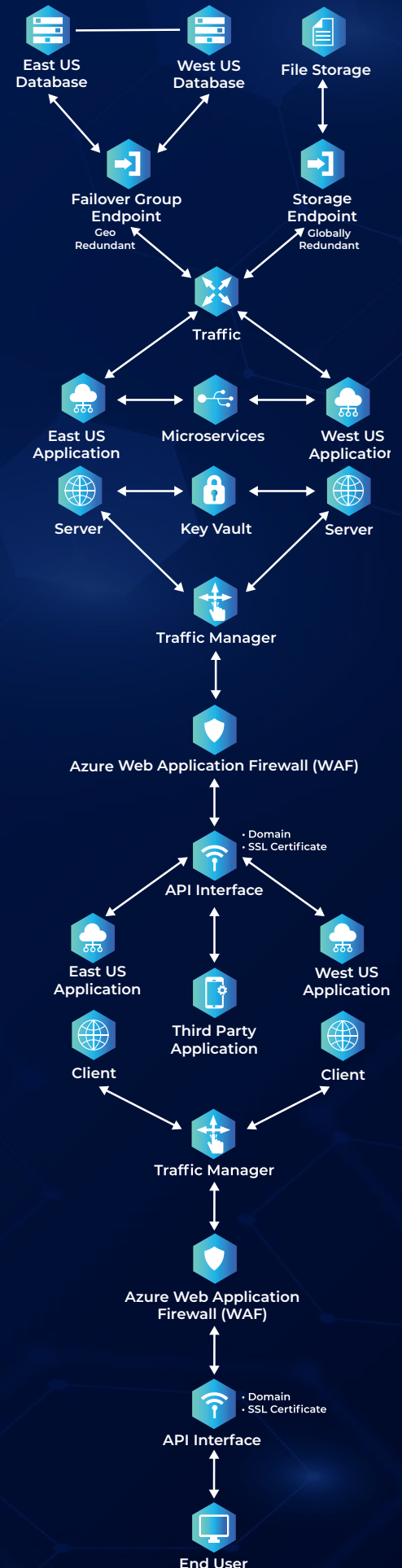## FOR ALL PRODUCTION APPLICATION AND DATABASE SERVERS

▸ CPU usage
▸ Memory usage
▸ DISK Capacity
▸ Network Traffic
▸ Transaction Throughput
▸ Web Service Throughput

SCALING AND RELIABILITY

WaterStreet builds its software products so that they are available and accessible in a variety of disaster scenarios. Each service in our architecture is spread across multiple servers running in different data centers on the East and West Coasts. Our services use API's to communicate with each other to reduce the interdependence between each other. Every service also has a corresponding test environment where changes are deployed before they are migrated to production.

▸ Automated scaling
▸ Automated start and stop of services
▸ Ongoing performance analysis
▸ Configure data orchestration latency
▸ Geo Redundancy
▸ High availability automatic failovers

East US Database

West US Database

File Storage

Failover Group Endpoint
Geo Redundant

Storage Endpoint
Globally Redundant

Traffic

East US Application

Microservices

West US Application

Server

Key Vault

Server

Traffic Manager

Azure Web Application Firewall (WAF)

• Domain
• SSL Certificate

API Interface

East US Application

Third Party Application

West US Application

Client

Client

Traffic Manager

Azure Web Application Firewall (WAF)

• Domain
• SSL Certificate

API Interface

End User

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HELPING P&C INSURERS GROW FOR OVER 20 YEARS

Founded in 2000, WaterStreet Company serves property and casualty insurance carriers with technology solutions and software that empower them to automate daily processes, streamline business operations, and improve end-to-end customer experiences.

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