

Safe and Reliable

Focus on Security and Usability Makes
NICE Satmetrix Software Safe and Easy
for Every Organization to Use



Security and reliability are top-level concerns for any business considering a new software solution or service. Before getting into the finer points of features and capabilities, every business must be certain that their data will be kept safe and that the system will be up and available whenever it is needed. At NICE Satmetrix, we share those same concerns and have hardcoded security and reliability into every aspect of our organization and operating procedures.

It starts with a redundant, two-tiered network architecture infrastructure that we entrust to only the world's best and most secure data center provider. It continues with multiple policies and processes that cover everything from account access and new development to data retirement and disaster recovery. It ends with dedicated staff, whose diligent monitoring safeguard each of our systems from security threats and network failures.

Together they form a system of controls and processes that ensure that your customer experience information and programs are safe and available to you at all times.

MAKE SECURITY AND RELIABILITY A PART OF YOUR PROGRAM

To ensure security, we deploy a two-tiered network architecture infrastructure, in which all applications are housed in state-of-the-art data centers and overseen by information technology experts. Protecting it is a firewall that manages traffic, allowing connection only via certain required ports. At the bottom and most secure level sits the database. In between is a system specifically designed to minimize threats from the latest malware or damage from component failure. Together, it can withstand just about anything that humans or nature can throw at it.

KEEP YOUR CUSTOMER SURVEYS SECURE

Only those with permission can gain access a given survey system. Those typically include:

- Individuals who have been invited to complete a survey.
- Employees of the client company who have been approved to view survey results.
- NICE Satmetrix employees who build and service the system.

NICE Satmetrix takes extraordinary measures to ensure only those authorized actually receive access to your customer surveys, information, and reports. Authentication protocols guarantee the integrity and security of every survey and response.

Individuals can only gain access to surveys via SMS conversational question or invitation with a URL link, an email invitation containing a URL link, or by clicking on an embedded link on a website. On click, the link instantly takes participants to the survey where they can enter responses.

CONTROL ACCESS TO YOUR SYSTEM

Your customer information is your responsibility, so we leave who has access to that information completely in your control. To that end, NICE Satmetrix application account administration is managed by your company's designated contact.

For additional security and control, all authorized development and monitoring are done via Virtual Private Network (VPN) connection that uses 128-bit encryption.

In addition, the NICE Satmetrix database stores all passwords in a hashed form and enforces strong password rules that include but are not limited to minimum lengths, complexity, and expiration. In the event of forgotten passwords, users are directed to a secure reset password page and process that requires verification before completion. NICE Satmetrix will never email passwords to users.

START WITH A SECURE, TOP-TIER DATA CENTER

NICE Satmetrix only uses state-of-the-art data centers managed by the leading top-tier service provider, located globally. Data centers are overseen by NICE Satmetrix information technology experts and must adhere to our rigorous standards for uptime, maintaining a precision environment, access control and physical security, and conditioned power.



MAKE SURE YOU'RE ALWAYS ON AND AVAILABLE

A customer experience program is not worth much without uninterrupted access to accurate and up-to-date data and intelligence. Because uptime is so key to our service, we've put multiple measures in place to ensure our listening and reporting systems are always on and available. Those include:

Redundant Infrastructure

The infrastructure on which NICE Satmetrix applications are hosted leverages redundancy and failover in order to ensure that no single fault can cause the service interruption to end users. All infrastructure including network, storage, firewall and load balancers are clustered. In addition, redundant load balancers are set up to distribute the workload of the web server cluster.

Ongoing Monitoring and Backups

We use diagnostic tools to monitor network and system performance and warn of possible failures and risk. Full weekly and daily incremental backups are stored in an encrypted and secure offsite data center. And a globally distributed workforce stands ready to mitigate risks from business downtime.

DON'T TAKE OUR WORD FOR IT

While our word is important, independent third-party validation ensures we are keeping it. With that in mind, we regularly submit to and pass rigorous audits to meet the security, privacy, and availability standards of the global industry and governmental organizations that regulate our business. The validation can be found in the following reports and certifications:

SSAE18

All NICE Satmetrix data centers run in Class A data centers with an annually renewed SSAE18 certification. The SSAE18 certification process not only reviews the data center policies to ensure they are effective but also checks that the data center is following its policies effectively.

ISO 27001 Certified Data Centers

NICE Satmetrix is directly certified by an external ISO 27001 auditing organization accredited by the International Standards Organization (ISO). A third-party security firm reviews the NICE Satmetrix policies, procedures, and network architecture annually based on ISO27001 requirements. In conjunction with this review, the third-party security firm also conducts penetration tests on NICE Satmetrix production systems.

Copies of the associated reports may be obtained upon request.



SECURE EVERYTHING

Unfortunately, threats to the network go beyond the virtual environment. You need to be just as vigilant in the physical world as you are outside of it. At NICE Satmetrix, we take the physical security of our infrastructure and data centers as seriously as anything else. To protect what goes on inside our data centers, we only use reputable service providers that employ a variety of methods to prevent unauthorized entry, maintain optimal environmental conditions, and safeguard against fire and electrical interruption. To guard against virtual threats, we use a firewall and intrusion detection, periodically scan the network, and perform security audits and penetration tests to ascertain and mitigate threats. We also deploy multiple controls—such as encryption and timed screen lockouts—to secure our office network and equipment from any unauthorized intrusions or access.

MAKE EVERYONE ACCOUNTABLE

While technology is certainly important, the ultimate responsibility for the security of your information is with the people that manage it. At NICE Satmetrix, we have put in place a combination of comprehensive policies and procedures that makes every employee responsible for the security of our clients' customer data and information. Those include everything from the following security policies that make understanding and adherence a condition of employment to audits and reviews that hold everyone accountable for upholding them.

Comprehensive Security Policy

As a condition of employment, all NICE Satmetrix employees must read and agree to a comprehensive security policy that strictly prohibits them from, among other things, divulging client-specific data to other clients or third parties and using anything but company issued computers to work on company data and files.

Corporate Security Practices

The NICE Satmetrix corporate network and technology is built and managed by internal IT staff. The IT staff is charged with staying abreast of new developments in security products, procedures, and practices and applying them to our technology. Because a portion of the staff frequently travels to visit clients, the network has been specifically designed to accommodate the needs of mobile professionals for secure access.

Security Audits

NICE Satmetrix performs periodic security audits that include measures, such as reviews of security controls, network vulnerability and penetration testing. These are used to evaluate and document the possible vulnerabilities and implement mitigation measures to eliminate potential threats to the system.

Secure Your Data Transfers

Transferring data can leave it vulnerable to threats. To ensure your files are transferred safely, we support SFTP and provide a requisite public key to any client to encrypt their files before sending them over to NICE Satmetrix.



NICE Satmetrix

Best Practices Built Right In

Learn more about how our industry-defining voice of the customer software can transform your business. NICE Satmetrix, the VOC software for customer-first companies, has a best-practice library built right in. Get the tools you need to manage a world-class customer experience program.

REQUEST DEMO

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