PROPHET MANAGED CLOUD SERVICE
Security Overview

Summary

Security is a key requirement for most organizations when considering a migration to the public cloud. Fortunately, given the high profile of the market-space and the size of the major infrastructure providers, security is an area in which significant investments are made in order to protect cloud-based offerings. While insurers need to evaluate the providers properly, any concerns over security should not deter an insurer from the opportunity to realize the potential for cost savings and improved performance.

In the data center
Providers such as Amazon (AWS) or Microsoft (Azure), offer a multi-tenanted infrastructure-as-a-service solution that allows subscribers to rapidly provide compute, network and storage resources with features and capabilities tailored to their specific needs. This is the underlying platform of the Prophet Managed Cloud Service (PMCS) and enables FIS to deliver a Prophet solution to insurers that is highly tuned, highly scalable, and has high availability. More information on specific controls provided by cloud providers can be found here.

These providers also offer class-leading regulatory compliance that spans national and regional standards, internationally recognized accreditations, and participation in Safe Harbor data programs.

Access to the cloud
FIS provides ring-fenced private networks inside the public cloud which we autonomously provision, configure, and manage. This allows us to offer a number of access pathways into the cloud, including leased lines, site-to-site Virtual Private Networks (VPNs), or over the Public Internet with firewall controls that can limit access to specific users and sources. Experts regularly review the design and implementation of Prophet environments in the cloud.

The PMCS hosting environment
The computer images we provide are built to demanding technical standards and are then managed and continually monitored through IT Asset and Infrastructure Management tools. This supports ongoing compliance with our exacting security and compliance standards. On top of this, we install and maintain the latest multi-layered data monitoring, security and anti-malware software in the environment to protect against unauthorized activities, and manage the firewalls to restrict access to the minimum that is required. A rigorous change-management and governance process is applied around modifications to these rules.

Protecting customer data

All of your data is encrypted "at rest" within PMCS and while "in transit" between the customer premise and PMCS hosting platform, using industry-standard encryption technologies. To mitigate risks of unauthorized access, use, or loss of data, annual third-party penetration testing and on-going vulnerability scans monitor the environments for critical risks as identified by Secunia Advisory or NIST's National Vulnerability Database.

Our people

FIS' product development staff are trained on secure coding, to minimize the "attack-surfaces" of our products. All FIS staff, organization-wide, are required to participate in annual security and compliance training. We maintain a policy of least-privileges access, meaning elevated privileges are provided to those who demonstrate a critical need, and only after undergoing a rigorous approval process. Access privileges across our teams are re-certified every 90 days. Customer-specific environments have an authentication mechanism that is distinct from our internal systems to mitigate risk of unintended access. In addition to this, all environments used by our development and operations staff are built and maintained to the same stringent data and security standards as customer-facing production environments. Finally, FIS' policy requires a background check to be performed on all newly hired employees, as permitted by, and subject to any restrictions under, the laws or regulations of any applicable jurisdiction.

Audit and review

FIS conducts a number of regular internal and external audits to confirm operational compliance with our stated controls. FIS provides PMCS in data centers with a recent Service Organization Control (SOC) 2 Type 2 (or similar) report with annual re-certification. Our customers can request a copy of this report.

Continuity of services

We provide standard or customized disaster recovery solutions that take advantage of the inherent availability and recovery of mechanisms within the cloud architecture. We take multiple snapshots per day as well as daily backups of customer data to give our customers confidence that their data will be available when needed. Additionally, Disaster Recovery and/or Business Continuity Plans are maintained and tested for all FIS hosted solutions, organizations or locations, so both the services we provide and the people who provide them are available, even if the unthinkable were to occur.

About FIS' Prophet

FIS' Prophet is a leading enterprise-wide actuarial modeling system that helps insurance and financial services companies meet reporting responsibilities, improve risk management, and develop more profitable products faster. Prophet uses customizable actuarial libraries for all major product types, including regional variations. It provides the transparency, performance and control required by today's actuaries and risk managers through integrated financial modeling and data management capabilities. Prophet is used by more than 10,000 users at nearly 1000 customer sites in over 70 countries.

About FIS

FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, consulting and outsourcing solutions. Through the depth and breadth of our solutions portfolio, global capabilities and domain expertise, FIS serves more than 20,000 clients in over 130 countries. Headquartered in Jacksonville, Florida, FIS employs more than 53,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions. Providing software, services and outsourcing of the technology that empowers the financial world, FIS is a Fortune 500 company and is a member of Standard & Poor's 500® Index. For more information about FIS, visit www.fisglobal.com