

HIGHLY SECURE AND SIMPLE TO USE FILE EXCHANGE PLATFORM

Q. How can customers trust XMediusSENDSECURE (SendSecure) and the people behind it?

For over 20 years, XMedius has been providing secure fax solutions to a wide variety of organizations in the finance, health, government, manufacturing, retail, legal, and education sectors. We fully understand how important secure communications solutions are, and what it takes to provide them.

XMedius Cloud services are ISO/IEC 27001 certified. This certification provides independent assurance that XMedius employees operating the platform service can effectively run a comprehensive security program and manage information security risks effectively. We put a great deal of effort into designing best-in-class architecture for our solutions to ensure that our business strategy and IT security are aligned. As such, our architecture allows traceability from the business strategy right down to the underlying technology. If you want extra assurance, we invite you to get in touch with us and we'll put you in contact with some of our current customers in your industry to help in your due diligence.

Q. Why are emails not secure?

Most businesses today rely heavily on email. However, email was not designed with privacy or security standards in mind and is one of the least secure methods of communication. In fact, email has become one of the top sources and targets of infections and identity thefts. Emails are stored in multiple locations, which exponentially increases the risk of a data breach. These locations include the sender's computer, Internet Service Provider servers, and the recipient's computer. Hackers can access any of these locations and the data they contain with alarming ease.

Q. What are the risks of a data breach?

A recent survey demonstrates that an organization has a 26% likelihood of experiencing a major data breach within any given 24-month period.¹ As a result, ensuring data security has become an absolute priority for an increasing number of businesses.

Q. Will my files be stored on your servers?

With our cloud solution, your files will be stored on our servers. XMedius has obtained the appropriate security certifications and accreditations (ISO/IEC 27001) to demonstrate the security of its infrastructure and services. With the server (on-premises) version, you host your own data.

Q. How can I be sure your servers are secure?

For our SendSecure solution platform, XMedius has partnered with AWS (Amazon Web Services), one of the most secure server infrastructures in the world. AWS publishes its "Web Risk and Compliance Program," which includes all Certifications, Reports and Third-Party Attestations (available on demand). Additionally, XMedius has obtained the appropriate security certifications and accreditations (ISO/IEC 27001) to demonstrate the security of its infrastructure and services.

Q. Where is SendSecure hosted?

SendSecure is available in both server (on-premises) and cloud versions. The cloud version has best-in-class host locations in North America (USA) and in Europe (Ireland).

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Q. How is SendSecure different from your fax solution?

SendSecure shares some of the features of our fax solution, but also has some key differences.

Similarities:

- It is as easy to use as our XMediusFAX® solution
- It provides delivery confirmation
- It is accessible from any mobile device, PC or MFP

Differences:

- It is more secure: recipient identity must be validated with two-factor authentication (2FA) before the recipient can be granted access to sent files
- It can be used to exchange any type of file, including large files and audio and video files
- It allows two-way communications (facilitating collaboration with recipients)
- Recipients don't require an account to send back documents to the sender
- No telecommunication infrastructure is required – only an Internet connection and a browser.

Q. How does SendSecure differ from Dropbox, box.net, etc.?

SendSecure is different from most file sharing or synchronization services. It has been developed to meet the specific privacy, security and compliance requirements of highly regulated companies that need to share extremely sensitive data with business partners and customers. More specifically:

Secure:

- The recipient needs to authenticate himself using two-factor authentication (2FA)
- SendSecure also offers a double encryption (two keys) option. One of the 2 required keys to decrypt the SafeBox content must be provided by the recipient before being able to access its content
- By design, uploaded content is deleted after a set period of time

Simple to use:

- The recipient does not need an account to download documents
- It integrates easily with Outlook
- It doesn't restrict file type
- It is Bring Your Own Device (BYOD) compatible, and there is no need to secure any device

Traceability:

- Activity reporting is forwarded using emails to the sender throughout the exchange process
- SendSecure provides accurate download progress tracking, even for incomplete downloads
- A Transmission Detail Report is created following the closing of the SafeBox and it can be printed, downloaded or emailed as a PDF

Q. What is 2FA (Two-Factor Authentication)?

Two-factor authentication is a security process in which the user provides two means of identification from separate categories of credentials or means of communication to identify himself. One is typically a physical token, such as a card, and the other is typically something memorized or on the fly, such as a security code.

HIGHLY SECURE AND SIMPLE TO USE FILE EXCHANGE PLATFORM

Q. Do I have to use Outlook to access files?

No, all you need to use SendSecure is an Internet connection and a web browser. It is also accessible from Outlook via a plugin.

Q. Do my recipients have to register for an account or download software to receive files from me?

No. Recipients do not need to create an account or download any software to access files in the SafeBox. All you need to use SendSecure is an Internet connection and a web browser. The platform will generate an ephemeral one-time code that the recipient uses to be authenticated. The recipient is then granted access the SafeBox and has the ability to download the sent files.

Q. Can my recipients send files back to me without having to pay for their own account?

Yes. Only the sender has to have a SendSecure account.

Q. Can SendSecure automatically delete files after a recipient has downloaded them?

No. However, the sender customizes for how long the ephemeral SafeBox will stay open, and can also close it at anytime during an exchange.

Q. How will recipients know when they have received files sent through SendSecure?

SendSecure sends an email notification to the recipient. The email will include a link (first exchange only) to the files that have been sent. After this step, the recipient needs to be authenticated in order to download the sent files. It should also be noted that you are also able to invite additional recipients to an existing conversation at anytime during an exchange.

Q. Is there an administration console?

Yes. SendSecure administrators can use a simple and secure web-based interface to manage users, set security profiles and more.

Q. Is any special software required to use SendSecure?

No. SendSecure does not require senders or recipients to install any special software. Users can do everything SendSecure offers using just a web browser (Internet Explorer, Firefox, Chrome, etc.).

Q. Can I use my own phone, tablet or PC (BYOD)?

Yes, SendSecure is compatible with any device, anywhere, and at any time.

Q. Is the sender able to exchange a file if he does not have a phone number for the recipient?

Yes. The recipient may be authenticated using a second email instead of an SMS or a voice call.

Q. Can the sender recall a message sent to the wrong recipient?

Yes. With SendSecure, it is quick and easy to recall and delete a message or file before the recipient has seen it, or to prevent further access.

Q. How does a sender access SendSecure?

SendSecure can easily be accessed from Microsoft Outlook (plugin button) or a Web page.

HIGHLY SECURE AND SIMPLE TO USE FILE EXCHANGE PLATFORM

Q. Can I access my Outlook contacts from SendSecure?

Yes, but only when you send a SendSecure message from Outlook. The field "To" will then be populated with the email and the phone numbers of the contacts you have in Outlook.

Q. Is there a mobile app for SendSecure?

IOS and Android mobile apps will be developed at a later stage.

Q. Is there any restriction on the types of files that I can send through SendSecure?

No, any type of file (text, image, audio & video) can be sent. Most email servers limit email file attachments to less than 10MB. SendSecure does not impose any limits on the number of files nor the number of messages exchanged per account per month. SendSecure limits the size of files to 5TB per message.

Q. How can I make sure the right file was received?

The sender always receives a notification when a file is downloaded. Moreover, when a SafeBox is closed, the sender has access to an audit trail confirming the exchange steps and the SHA (Secure Hash Algorithm) of the file to confirm that the file received is the same as the one sent.

Q. What types of information should I send through SendSecure instead of email?

You should use SendSecure to send anything that you wouldn't want someone other than the recipient to see. Some examples include:

- Tax documents
- Credit card information
- Usernames or passwords
- Financial reports
- Confidential corporate information
- Health insurance documents
- Medical documents
- Intellectual Property documents
- Database backups
- Software source code
- Files too big for email
- Bank and finance information

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