

THE PLEX MANUFACTURING CLOUD

Plex Cloud Operations



Plex Cloud Operations owns and manages a technology stack that delivers a single line of SaaS code to all customers. Plex continually adds new software capabilities to improve security, availability, reliability, and performance while running on a private cloud housed in elite data centers. This frees you as a manufacturer to focus on your core business while Plex ensures world-class software delivery.



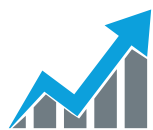
Security

Security is paramount for Plex cloud operations. We use layered physical and logical security to monitor, detect, and defend against potential security breaches or intrusions. This includes enterprise-grade threat protection, multiple forms of ongoing security testing, and distributed denial of service (DDoS) protection, among other controls. Your data are housed in dedicated cloud facilities that are fully secured 24x7, that meet or exceed the data center requirements of even the most sophisticated organizations.



High Availability

Because you operate around the clock where downtime simply isn't an option, we've built redundancy into every aspect of our cloud operations. That means your data is safe, available, and intact.



Scalability

Scale and speed are important you, so they're a focus for us. The Plex Manufacturing Cloud® is continuously updated to ensure that your mission-critical business needs are met in real time with the most modern cloud infrastructure available.



“Plex is an IT department on call, and because they maintain and upgrade everything for us, I'm now a one-man IT department. They are responsive and fast, and they care about the customer. Most issues can be addressed with a simple email.”

Jim Piper

President, Ralco Industries

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CAPABILITIES

Security:

- Elite data centers constructed with advanced design to withstand disasters and other physical attacks.
- Multi-layered physical security, including advanced security clearance, 24x7x365 manned presence, perimeter security, biometric scanning, and camera monitoring.
- Hardened Palo Alto firewall clusters ensures changes are tracked and threats are assessed.
- DDoS protection detects and mitigates large-scale, SSL, or application attacks.
- Data protection at-rest with SAN-based encryption and in-transit using strong data encryption techniques.
- Multi-layered threat protection system featuring application aware in-stream packet level scanning.
- Secure internal network with firewall-separated security zones to protect critical subsystems from unauthorized access.
- Third-party application vulnerability testing on a daily basis, comprehensive quarterly automated vulnerability testing, and biannual third-party manual network and application penetration testing.
- SOC 2 audits performed annually covering the Security, Availability, Processing Integrity and Confidentiality Trust Services Criteria.

High Availability:

- Fault-tolerant power and cooling systems.
- Fault-tolerant climate control systems for optimal temperature and humidity at all times.
- Fault-tolerant Internet connectivity through multiple, redundant Internet connections tied together with the BGP routing protocol that facilitates continuous access even in the event of a connection failure to multiple providers.
- Active/passive model designed to minimize data loss.
- Active/passive sites positioned in geographically diverse locations.
- Comprehensive failover plan is tested multiple times each quarter, audited and reported in the SOC 1 assessment.
- Contractual obligation of 99.9% uptime with measured uptime of 99.995 for the trailing year.
- Internal and external monitoring systems and automatic alerts to optimize the health and performance of the system.

Scalability:

- Datacenters support hyper-scale growth.
- Plex infrastructure continuously updated with expanded compute and storage capabilities.
- Data center innovations added as they become available.