

# FileWorks Online

## About FileWorks

Starting in the healthcare industry in 1997, FileWorks has provided technology to handle confidential documents and records in addition to critical document management processes. FileWorks provides in-house and hosted solutions for enterprise content management.

With installations supporting millions of documents, the iFile software suite provides robust workflow capabilities for complex business processes. Combined with high-speed scanners and fax servers that convert documents to digital files, iFile creates an efficient and secure paperless workflow environment for medium- to large-scale operations.

To support the technology needs of companies of all sizes, FileWorks provides hosted Web-based enterprise content management through FileWorks Online. Utilizing the convenience of the Internet, FileWorks Online hosts documents and online productivity tools (including faxing, electronic signatures, instant notifications and email links) for small- and mid-size companies and for larger companies that want to outsource their IT infrastructure.

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## Security & Rights Management

FileWorks Online utilizes the latest technology safeguards to provide:

- transmission security
- data integrity
- document encryption
- access controls
- audit controls
- authentication controls
- off-site data backup of files stored with FileWorks Online

FileWorks Online securely stores and protects files while providing remote business productivity tools, including:

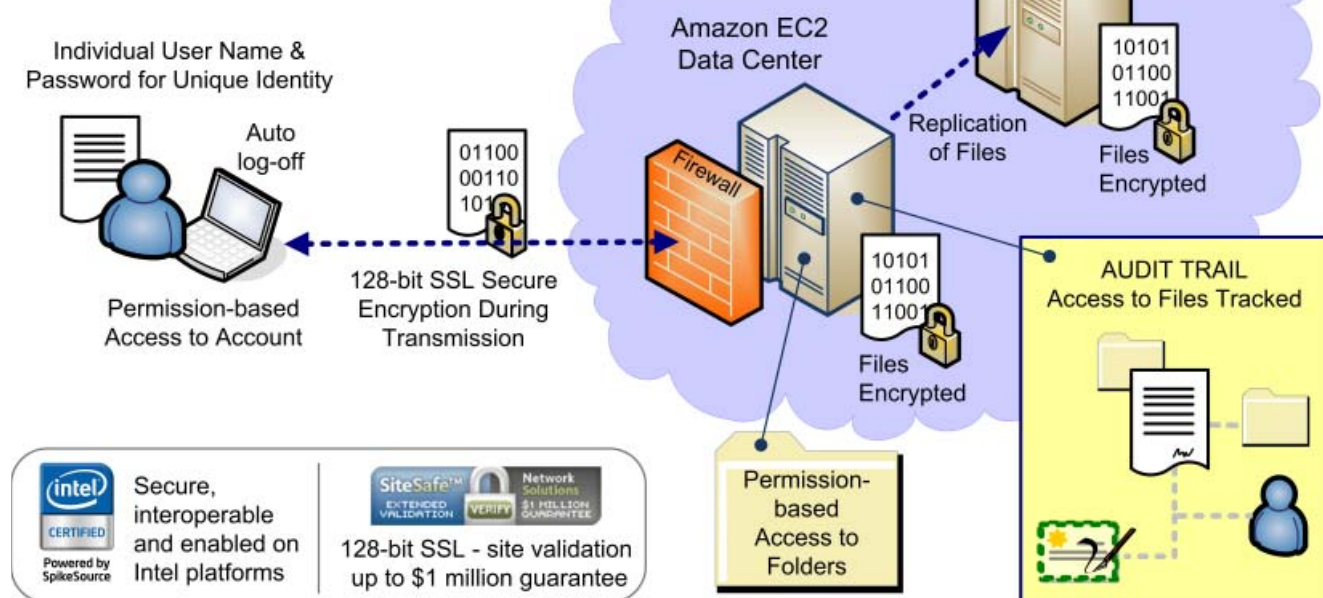
- online document management
- electronic signatures
- integrated scanning software
- paperless faxing
- email links
- instant notifications



[www.FileWorks.com](http://www.FileWorks.com)

# Security

Keeping your documents safe is a top priority. FileWorks Online takes security a step further than most other file storage services. *Your files are encrypted while stored in the FileWorks Online data center.*



FileWorks Online is an instrumental tool for implementing SOX or HIPAA compliance measures. Using FileWorks Online eliminates unsecured paper documents—in file cabinets, briefcases, cars, desks, copy and fax machines—as well as unsecured digital files on office and home computers and laptops.

## Technology Safeguards

FileWorks Online employs advanced technology safeguards for:

### Access and Audit Controls

- Access rights are controlled by the Account Owner or a designated User
- Each individual has a unique user name and secret password
- Automatic timed log off if screen is inactive
- Encryption of documents during storage ensures they are not exposed on the server
- Access to documents is tracked

### Transmission Security and Data Integrity

- File encryption and industry-standard 128-bit SSL transmission guard documents in transit
- Documents cannot be altered once filed
- Controlled access to the Recycle Bin for final destruction of documents
- Transactions are encrypted with a unique key assigned only to that user

### Authentication of Person or Entity

- Account access controlled by unique user name and private password
- Secured with Network Securities SSL certificates with anti-spoofing technology

### Additional Safeguards

- Immediate data backup with real-time off-site replication
- Proven, industry leading firewalls block unauthorized entry

## Are You Exposed?

Your proprietary and client information could be at risk. FileWorks Online will help keep your files safe.

- More than 600,000 laptops stolen (since Feb. 2005)
- 10 million identity theft victims annually
- Data leaks cost companies an average of \$660,000 per incident and \$2.5 million in lost business
- The most common sources of data leaks are lost or stolen laptops (45%) and misplaced or stolen backup files (26%) (such as those stored on magnetic tapes)

[Sources: Identity Theft Resource Center; Privacy Rights Clearing House; 2007]

# User Rights Management

Setting and managing rights is a key element of controlling access to your FileWorks Online account and documents. Access control is a core requirement for SOX and HIPAA compliance.

## Accessing the Account

The Account Owner can broaden use of the account by adding an unlimited number of Users and Guests.

**Account Owners** have universal rights to all administrative tasks and all folders. The Account Owner has complete control over the account and has access to all of the information it contains. These rights cannot be changed.

**Users** can be assigned rights that range from basic access to handling administrative functions at the same level as the Account Owner. Administrative rights allow a User to configure the account, purchase additional User access or fax lines, review and update billing information, and handle the needs of other Users and Guests. Users are generally employees of the company or close associates.

**Guests** are often clients or consultants who only need to view, download, upload and sign documents. Guest access can be set to expire on a specific date or can remain indefinitely.

## Signing Documents

The ability to sign documents electronically is one of the convenient online technology features of FileWorks Online. The Account Owner, Users and Guests are automatically enabled to sign documents and can do so as soon as a document is sent to them for signature.

## Administrative Rights

Administrative rights can be assigned to a User and give the User expanded control over the account.

**User Administration** enables the User to create and delete Users, edit User information, and see which Users have access to each folder. When a User is assigned User Administration rights and is also given other administrative rights, the User has the ability to assign any of those same rights to other Users.

**Folder Administration** provides all access rights to all folders and allows the User to view and empty all

## Account Owners - Users - Guests

### Controlled Access

Function	Account Owner	User	Guest
<b>ADMINISTRATIVE RIGHTS</b>			
Account Configuration	●	○	
Billing Configuration	●	○	
Folder Administration	●	○	
Guest Account Creation	●	○	
Recycler Rights	●	○	
User Administration	●	○	
Viewing of Statements	●	○	
<b>FOLDER ACCESS RIGHTS</b>			
Delete Folders	●	○	
Email Links	●	○	
Fax Documents	●	○	
Index Documents	●	○	
Move Folders	●	○	
Search	●	●	
Send Documents for Signature	●	●	
Sign Documents	●	●	●
Upload Documents	●	○	○
View & Download Documents	●	○	○

● = Right cannot be changed

○ = Assignable Right

documents in the Recycler. In addition, the User can set folder permissions for other Users and Guests.

**Account Configuration** includes creating and editing index fields, developing signature templates and adding new fax lines. When Folder Administration rights are given along with these rights, the User can also view and edit all group notifications.

**Billing Configuration** gives the User access to the account summary and pricing, as well as the ability to update the account's billing information.

**View Statements** allows the User to see the charges that the account has incurred.

**Guest Account Creation** allows the User to add Guests to the account.