



Cloud Platform Innovation

ORACLE recognizes JASCI with excellence award for cloud platform innovation

Security | Elasticity | Redundancy | Scalability | Support



Award Winning Cloud Architecture

Security

JASCI has multiple levels of security for protecting customer data, access to the platform and detection against cyber threats.

Elasticity & Scalability

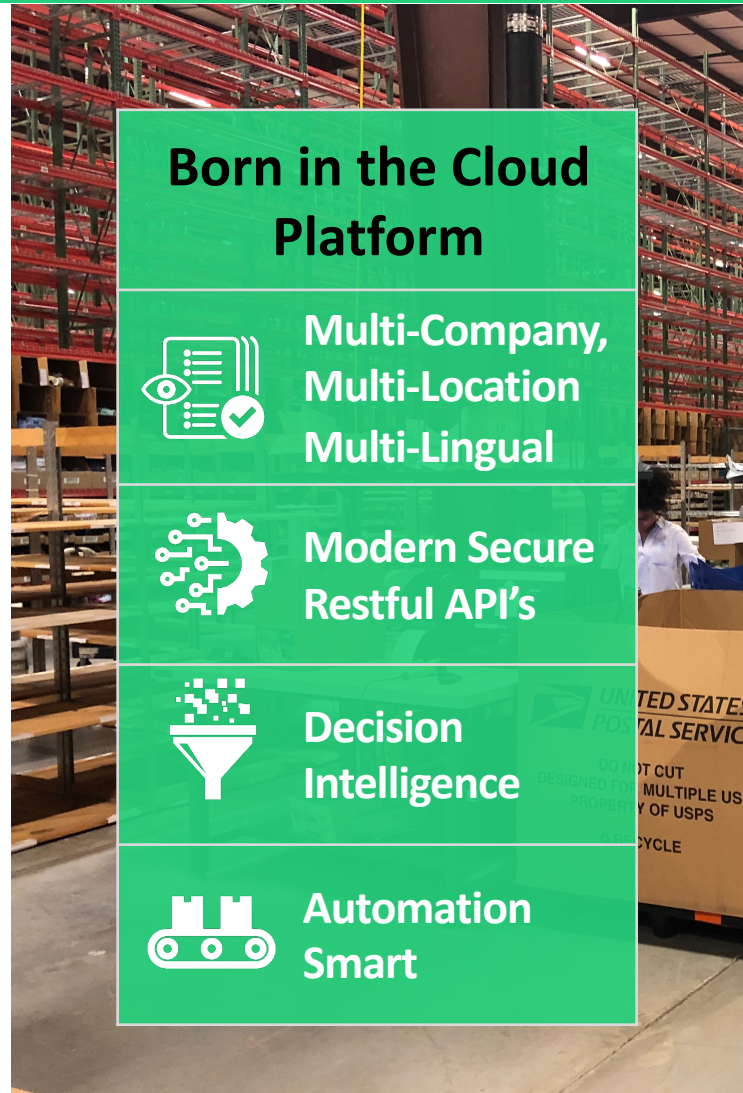
JASCI's cloud has an elastic design to handle high transaction workloads. Customers can scale transactional growth and locations without complex infrastructure changes.

Redundancy

High availability design with auto redundancy across database and compute resources.

Micro-Services

JASCI's patented micro-services architecture eliminates the need for complex upgrades, making it easier for customers to access new features.



Born in the Cloud Platform



Multi-Company,
Multi-Location
Multi-Lingual



Modern Secure
Restful API's



Decision
Intelligence

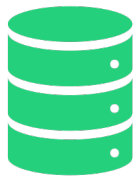


Automation
Smart



Customer Support & Monitoring

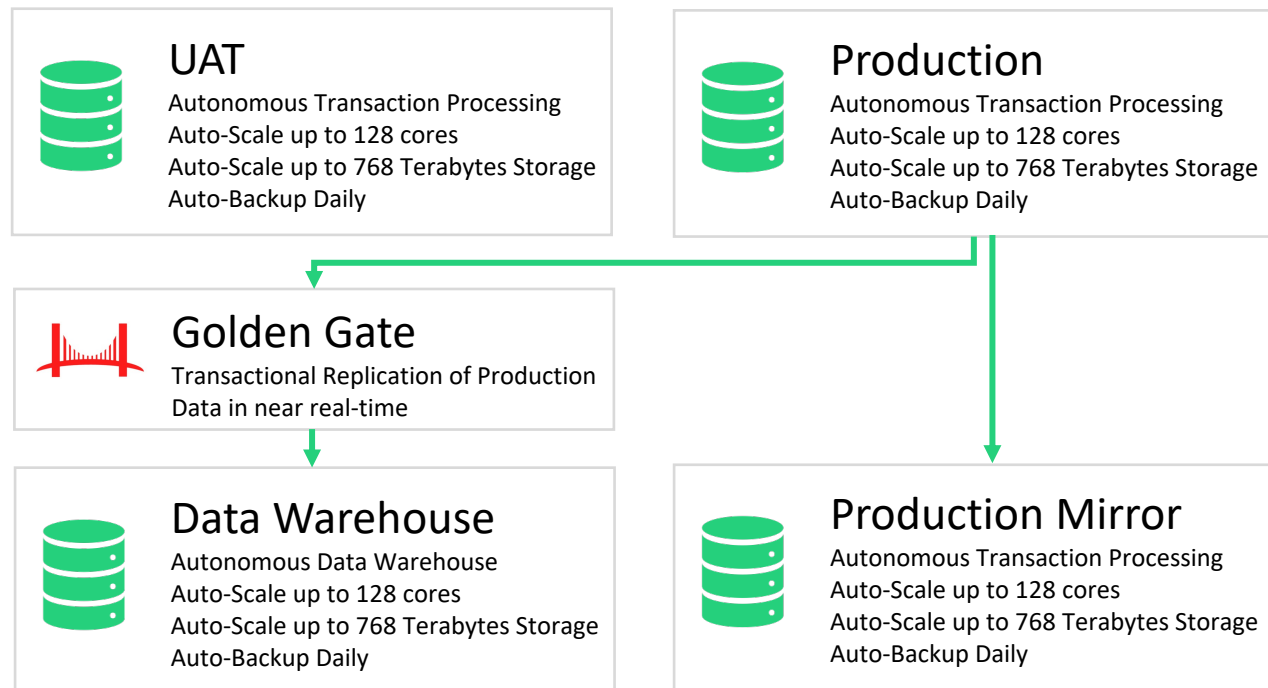
JASCI has multiple levels of customer support, along with cloud infrastructure, security, transactional monitoring and ticket management.



Secure & Elastic Databases

JASCI uses the industries most advanced database technology to provide our customers with best-in-class technology. We have partnered with ORACLE, using their next generation Autonomous Databases to provide unparalleled capabilities for security, elasticity, redundancy, speed and high availability.

<https://www.oracle.com/autonomous-database/autonomous-transaction-processing/>

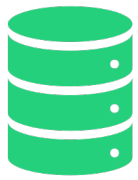


High performance Transaction Processing

Delivers 80% lower latency and more than 5X throughput than other cloud providers by utilizing database-optimized hardware, automated tuning, and indexing.

Redundant with Data Warehouse

Provides more than 99.995% availability using a combination of Oracle's Gen 2 Cloud Infrastructure. Data is replicated in near real-time to data warehouse for a single repository of all your data.



Oracle Autonomous Databases Features

Oracle Autonomous Transaction Processing is a fully automated database service optimized to run transactional, analytical, and batch workloads concurrently.

Auto-provisioning

Has the ability to deploy fault-tolerant and highly available databases in minutes.

Auto-scaling

Scales compute resources automatically to meet performance and throughput requirements without any downtime. Auto-scales CPU cores, storage and memory.

Auto-tuning

Configures and tunes databases automatically even as data and schema change over time. The memory configuration, data formats, indexes, and access structures can be automatically optimized to improve performance.

Automated backups

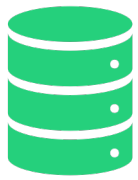
Performs weekly full and daily incremental backups of the database in Oracle's object storage and retains them for up to 60 days to restore and recover to any point in time.

Auto-repairing

Fixes hardware and software faults by continuously monitoring and predicting failures. Requests are immediately redirected to healthy devices, maintaining database performance.

Auto-failover

Eliminates site downtime by maintaining a real-time remote copy of a production database and automatically switching from primary to remote copy using Autonomous Data Guard.



Autonomous Data Protection & Security

Oracle Autonomous Transaction Processing is a fully automated database service optimized to run transactional, analytical, and batch workloads concurrently.

Always-on encryption

Provides automatic encryption for the entire database and for backups with encryption keys that you create and control. This ensures the data is always secure at rest and in motion.

Auto-patching

Patches and upgrades databases for security vulnerabilities with zero downtime. Applications continue to run as patching occurs.

Data privacy

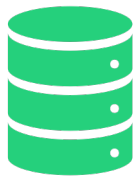
Enables database administrators to perform administrative tasks without ever seeing customer data. Blocks access to OS or admin privileges to prevent phishing attacks.

Security for sensitive data

Oracle Data Safe, included with Oracle Autonomous Transaction Processing, makes it easy to discover sensitive data, evaluate security risks, mask sensitive data, and implement and monitor security controls.

Advanced auditing

Logs all events with minimal impact on performance. You can monitor audits anytime for analysis, forensics, and compliance.



Daily Autonomous Database Backups

Autonomous Database automatically backs-up JASCI's SaaS database daily. The retention period for backups is 60 days. JASCI can restore and recover the database database to any point-in-time in this retention period.

Data is duplicated in JASCI's data warehouse in near real-time with transactional integrity using ORACLE's golden gate. This provides an additional layer of data repository within JASCI's SaaS platform.





















Backup timestamp ⓘ	State	Type	Retention period	Database version ⓘ	Retention expiration date	Encryption key	Backup started	Size	
Tue, Jul 18, 2023, 03:42:22 UTC	● Active	Auto backup	60 days	19c	Sat, Sep 16, 2023, 03:22:17 UTC	Oracle-managed key	Tue, Jul 18, 2023, 03:22:17 UTC	1.808 TB	⋮
Mon, Jul 17, 2023, 23:12:41 UTC	● Active	Auto backup	60 days	19c	Fri, Sep 15, 2023, 23:10:24 UTC	Oracle-managed key	Mon, Jul 17, 2023, 23:10:24 UTC	33.246 GB	⋮
Sun, Jul 16, 2023, 23:28:39 UTC	● Active	Auto backup	60 days	19c	Thu, Sep 14, 2023, 23:26:38 UTC	Oracle-managed key	Sun, Jul 16, 2023, 23:26:38 UTC	8.562 GB	⋮
Sat, Jul 15, 2023, 22:17:51 UTC	● Active	Auto backup	60 days	19c	Wed, Sep 13, 2023, 21:48:48 UTC	Oracle-managed key	Sat, Jul 15, 2023, 21:48:48 UTC	25.146 GB	⋮
Fri, Jul 14, 2023, 17:30:39 UTC	● Active	Auto backup	60 days	19c	Tue, Sep 12, 2023, 17:27:32 UTC	Oracle-managed key	Fri, Jul 14, 2023, 17:27:32 UTC	53.801 GB	⋮
Thu, Jul 13, 2023, 15:38:28 UTC	● Active	Auto backup	60 days	19c	Mon, Sep 11, 2023, 15:35:36 UTC	Oracle-managed key	Thu, Jul 13, 2023, 15:35:36 UTC	53.771 GB	⋮
Wed, Jul 12, 2023, 12:15:10 UTC	● Active	Auto backup	60 days	19c	Sun, Sep 10, 2023, 12:12:55 UTC	Oracle-managed key	Wed, Jul 12, 2023, 12:12:55 UTC	31.827 GB	⋮
Tue, Jul 11, 2023, 12:47:43 UTC	● Active	Auto backup	60 days	19c	Sat, Sep 9, 2023, 12:06:35 UTC	Oracle-managed key	Tue, Jul 11, 2023, 12:06:35 UTC	1.091 TB	⋮
Mon, Jul 10, 2023, 13:41:04 UTC	● Active	Auto backup	60 days	19c	Fri, Sep 8, 2023, 13:38:34 UTC	Oracle-managed key	Mon, Jul 10, 2023, 13:38:34 UTC	16.62 GB	⋮
Sun, Jul 9, 2023, 11:26:37 UTC	● Active	Auto backup	60 days	19c	Thu, Sep 7, 2023, 11:24:14 UTC	Oracle-managed key	Sun, Jul 9, 2023, 11:24:14 UTC	27.647 GB	⋮
Sat, Jul 8, 2023, 09:02:54 UTC	● Active	Auto backup	60 days	19c	Wed, Sep 6, 2023, 08:29:27 UTC	Oracle-managed key	Sat, Jul 8, 2023, 08:29:27 UTC	83.957 GB	⋮
Fri, Jul 7, 2023, 08:13:22 UTC	● Active	Auto backup	60 days	19c	Tue, Sep 5, 2023, 07:45:09 UTC	Oracle-managed key	Fri, Jul 7, 2023, 07:45:09 UTC	93.128 GB	⋮
Thu, Jul 6, 2023, 07:03:55 UTC	● Active	Auto backup	60 days	19c	Mon, Sep 4, 2023, 07:00:52 UTC	Oracle-managed key	Thu, Jul 6, 2023, 07:00:52 UTC	32.43 GB	⋮
Wed, Jul 5, 2023, 06:58:17 UTC	● Active	Auto backup	60 days	19c	Sun, Sep 3, 2023, 06:22:21 UTC	Oracle-managed key	Wed, Jul 5, 2023, 06:22:21 UTC	14.119 GB	⋮
Tue, Jul 4, 2023, 06:53:16 UTC	● Active	Auto backup	60 days	19c	Sat, Sep 2, 2023, 06:24:27 UTC	Oracle-managed key	Tue, Jul 4, 2023, 06:24:27 UTC	1020.982 GB	⋮
Mon, Jul 3, 2023, 14:04:06 UTC	● Active	Auto backup	60 days	19c	Fri, Sep 1, 2023, 13:30:31 UTC	Oracle-managed key	Mon, Jul 3, 2023, 13:30:31 UTC	15.095 GB	⋮
Sun, Jul 2, 2023, 14:22:13 UTC	● Active	Auto backup	60 days	19c	Thu, Aug 31, 2023, 14:13:49 UTC	Oracle-managed key	Sun, Jul 2, 2023, 14:13:49 UTC	1003.162 GB	⋮
Sat, Jul 1, 2023, 20:46:03 UTC	● Active	Auto backup	60 days	19c	Wed, Aug 30, 2023, 20:09:45 UTC	Oracle-managed key	Sat, Jul 1, 2023, 20:09:45 UTC	26.804 GB	⋮
Fri, Jun 30, 2023, 19:34:02 UTC	● Active	Auto backup	60 days	19c	Tue, Aug 29, 2023, 19:31:11 UTC	Oracle-managed key	Fri, Jun 30, 2023, 19:31:11 UTC	31.265 GB	⋮



ORACLE OCI Gen2 Compute Infrastructure

JASCI provides security, redundancy and performance balancing across the elastic compute infrastructure. It provides for extensive growth and scalability.

Secure access to the system is provided through highly secure load balancers. There is no customer data stored on the compute infrastructure. Compute infrastructure is load balanced for performance and redundancy, as users and transactions are balanced across the platform. JASCI has an elastic architecture that allows for transactional growth while providing consistent transactional speed.

Secure Access	Secure Load Balancers	Elastic & Redundant Compute Infrastructure		
Users (SSL) SSO 				
API Integrations 				
Robotics 				
Conveyance 				



Security of OCI Gen2 Compute Infrastructure

Oracle Linux Security:

Oracle Linux provides a complete security stack, from network firewall control to access control security policies, and is designed to be secure by default.

Traditional Linux security is based on a Discretionary Access Control (DAC) policy, which provides minimal protection from broken software or from malware that is running as a normal user or as root. The SELinux enhancement to the Linux kernel implements the Mandatory Access Control (MAC) policy, with policies for granular permissions for all users, programs, processes, files, and devices.

Password Security and Encryption:

Modern security rules for user passwords along with encryption of user passwords within the database.

Subnets within the VCN:

Security rules provide stateful and stateless firewall capability to control network access to JASCI compute instances.

Endpoint Security:

JASCI utilizes industry tools for endpoint security, threat intelligence and compliance. ORACLE provides additional layers for endpoint security. As cyber threats become more sophisticated, real-time monitoring and security analysis are needed for fast detection and remediation.

Site to Site VPN:

Customers have the option for secure site to site VPN connections to the JASCI cloud. Site-to-Site VPN provides a site-to-site IPsec connection between your on-premises network and JASCI's cloud. The IPsec protocol suite encrypts IP traffic before the packets are transferred from the source to the destination and decrypts the traffic when it arrives.



ORACLE OCI Gen2 Cloud Attestations

Cloud Description

JASCI is SaaS multi-tenant, multi-company and multi-location. Customers can request their own dedicated cloud resources at an additional charge.

ORACLE Cloud:

Oracle America 44480 Hastings Dr Ashburn, VA Computer Services

<https://www.oracle.com/cloud/data-regions/>

ORACLE Cloud Infrastructure Security Attestations

CSA STAR - Cloud Security Alliance Security Trust Assurance and Risk

ISO 9001: Quality Management Systems

ISO/IEC 20000-1: Service Management Systems

ISO/IEC 27001: Information Security Management Systems

ISO/IEC 27017: Cloud Specific Controls

ISO/IEC 27018: Personal Information Protection Controls

ISO/IEC 27701: Privacy Information Management

PCI DSS: Payment Card Industry Data Security Standard

SOC 1: System and Organization Controls 1

SOC 2: System and Organization Controls 2

SOC 3: System and Organization Controls 3

DoD DISA SRG: Department of Defense, Defense Information Systems Agency, Systems Requirement Guide

FedRAM: Federal Risk and Authorization Management Program

FIPS 140: Federal Information Processing Standards Publication 140

HITRUST CSF: Health Information Trust Alliance Common Security Framework

HIPAA: Health Insurance Portability and Accountability Act

AglID: The Agency for Digital Italy (Agenzia per l'Italia Digitale or AgID)

C5: Cloud Computing Compliance Controls Catalog Cyber Essentials

ENS: Esquema Nacional de Seguridad (Law 11/2007)

EU Cloud CoC: European Union (EU) Cloud Code of Conduct

HDS: Hébergeur de Données de Santé

TISAX: Trusted Information Security Assessment Exchange

UAE ADISS: United Arab Emirates (UAE) Abu Dhabi Information Security Standard (ADISS)

UAE IAR: Information Security Requirements

United Arab Emirates (UAE): Information Assurance Regulation (IAR) Information Security Requirements

ISMAP: Information System Security Management and Assessment Program

ISMS (formerly K-ISMS): Information Security Management System

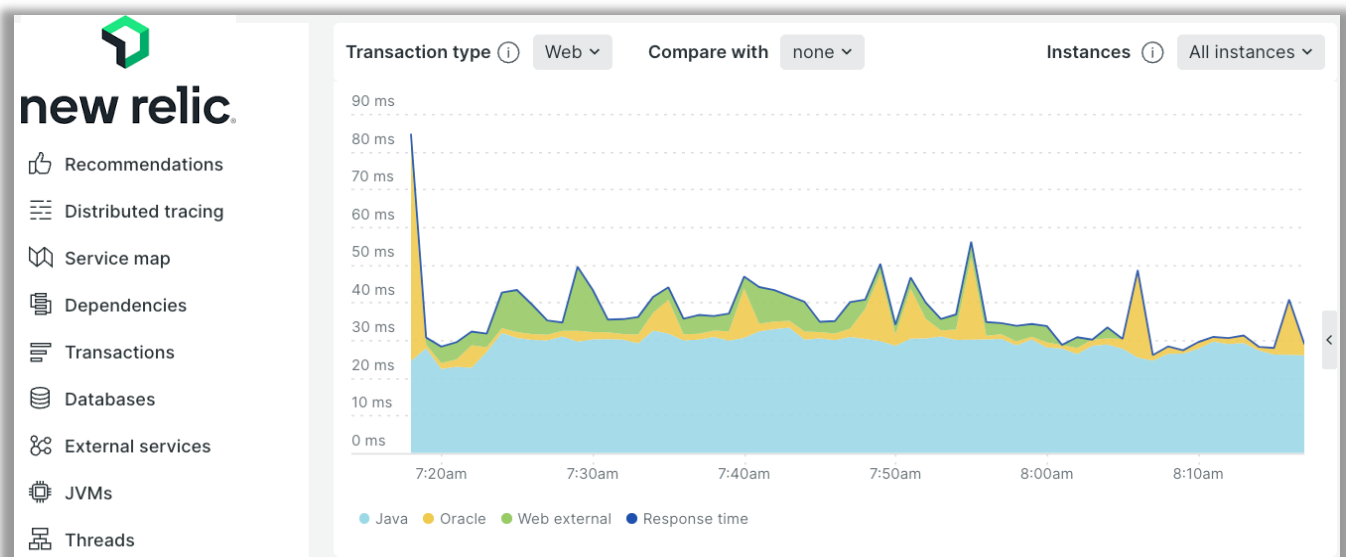
MeitY: Ministry of Electronics and Information Technology Policy

MTCS: Singapore Multi-Tier Cloud Security Standard

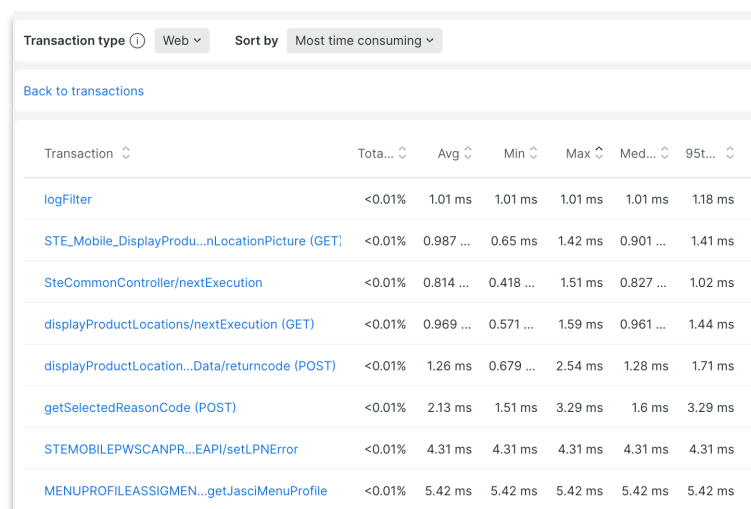


Cloud Monitoring

JASCI utilizes advanced monitoring tools for 24/7 monitoring of the entire platform. We monitor all transactions, health, cloud infrastructure, user experience, database, network connectivity & security. Built-in alert management with event notification and ticket auto-creation provides visibility across the cloud platform. User experience is monitored along with reporting on service levels.



All transactions are monitored in real-time along with 7-day, 30-day & 90-day repository for transactional research.



Transaction	Tota...	Avg	Min	Max	Med...	95t...
logFilter	<0.01%	1.01 ms	1.01 ms	1.01 ms	1.01 ms	1.18 ms
STE_Mobile_DisplayProdu...nLocationPicture (GET)	<0.01%	0.987 ...	0.65 ms	1.42 ms	0.901 ...	1.41 ms
SteCommonController/nextExecution	<0.01%	0.814 ...	0.418 ...	1.51 ms	0.827 ...	1.02 ms
displayProductLocations/nextExecution (GET)	<0.01%	0.969 ...	0.571 ...	1.59 ms	0.961 ...	1.44 ms
displayProductLocation...Data/returncode (POST)	<0.01%	1.26 ms	0.679 ...	2.54 ms	1.28 ms	1.71 ms
getSelectedReasonCode (POST)	<0.01%	2.13 ms	1.51 ms	3.29 ms	1.6 ms	3.29 ms
STEMOBILEPWSCANPR...EAPI/setLPNError	<0.01%	4.31 ms	4.31 ms	4.31 ms	4.31 ms	4.31 ms
MENUPROFILEASSIGMEN...getJasciMenuProfile	<0.01%	5.42 ms	5.42 ms	5.42 ms	5.42 ms	5.42 ms



Support Levels

JASCI has multiple levels of customer support, along with cloud infrastructure, security and transactional monitoring. Every Customer is provided a support services agreement which outlines the level of support contracted for in the subscription agreement. Customers can choose between standard and premium support options.

JASCI provides customer access to our on-line ticketing system, where support tickets are logged and responded to. JASCI defines "Severity Levels" in the support agreement and follows the course of action required for each ticket logged.

Severity Level 1 – S1 (Critical) means an Incident where Customer's production use of the Subscription Service is stopped or so severely impacted that the Customer cannot reasonably continue business operations.

Severity Level 2 – S2 (Significant) means an Incident where one or more important functions of the Subscription Service are unavailable with no acceptable Alternative Solution.

Severity Level 3 – S3 (Less Significant) means an Incident where: (a) important Subscription Service features are unavailable, but an Alternative Solution is available.

Severity Level 4 – S4 (Minimal) means an Incident that has a minimal impact on business operations or basic functionality of the Subscription Service.

Support Option	Severity 1 ("S1")	Severity 2 ("S2")	Severity 3 (S3)	Severity 4 (S4)
Standard	2 hours or Sooner	4 hours or Sooner	1 Business Day	2 Business Days
Premium	30 Minutes	2 hours	8 hours	1 Business Day