Software Product Information

Fabasoft Cloud 2017 June Release

Valid from June 25, 2017

Contents

1 Introduction

The Fabasoft Cloud provides European data storage for secure business collaboration.

- A choice of secure European data centers
- Supports internationally recognized standards issued by independent auditors
- Two-factor authentication
- Individual level of user access rights
- Full transparency and direct traceability of all activities
- User interface in 22 languages
- Platform-independent access via all major web browsers
- Fabasoft Cloud App for Android and iOS
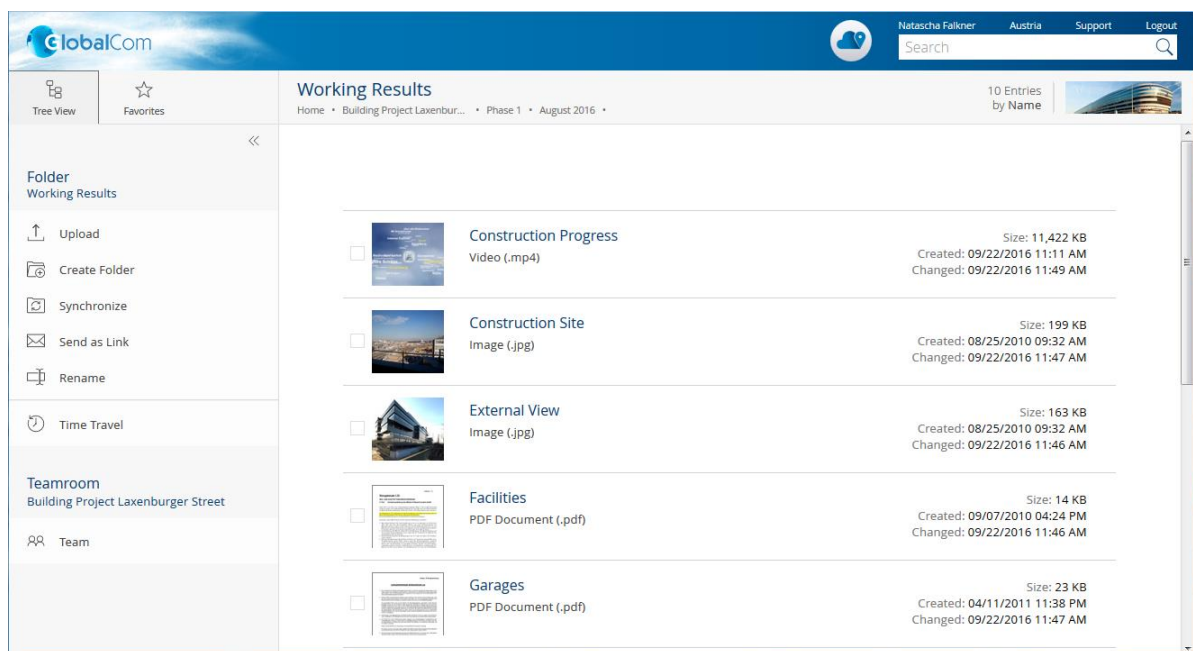
2 Fabasoft Cloud Editions

The Fabasoft Cloud is available in three editions with a different scope of services:

- Fabasoft Cloud Professional
- Fabasoft Cloud Enterprise
- Fabasoft Cloud Superior

Each edition is also available as read-only edition that permits solely read access to the Fabasoft Cloud.

Technical Information

Information about system requirements and supported platforms can be found in the document Technical Information.

Service Levels

The entire hard and software environment is constructed for high availability, reliability, scalability and high security, as well as simple maintenance due to the high requirements of our data center.

You will find all details of the performance characteristics of data center operation at https://www.fabasoft.com/data-center.

A report on the availability of the Fabasoft Cloud is published at https://www.fabasoft.com/monitoring-reports.

Support

Fabasoft provides first level support for all cloud users. The support service levels depend on the respective edition. More information can be found here: https://www.fabasoft.com/data-center

3 Scope of Services – Fabasoft Cloud Professional

3.1 User's Point of View

The Fabasoft Cloud provides functionality for end users as described in the following chapters.
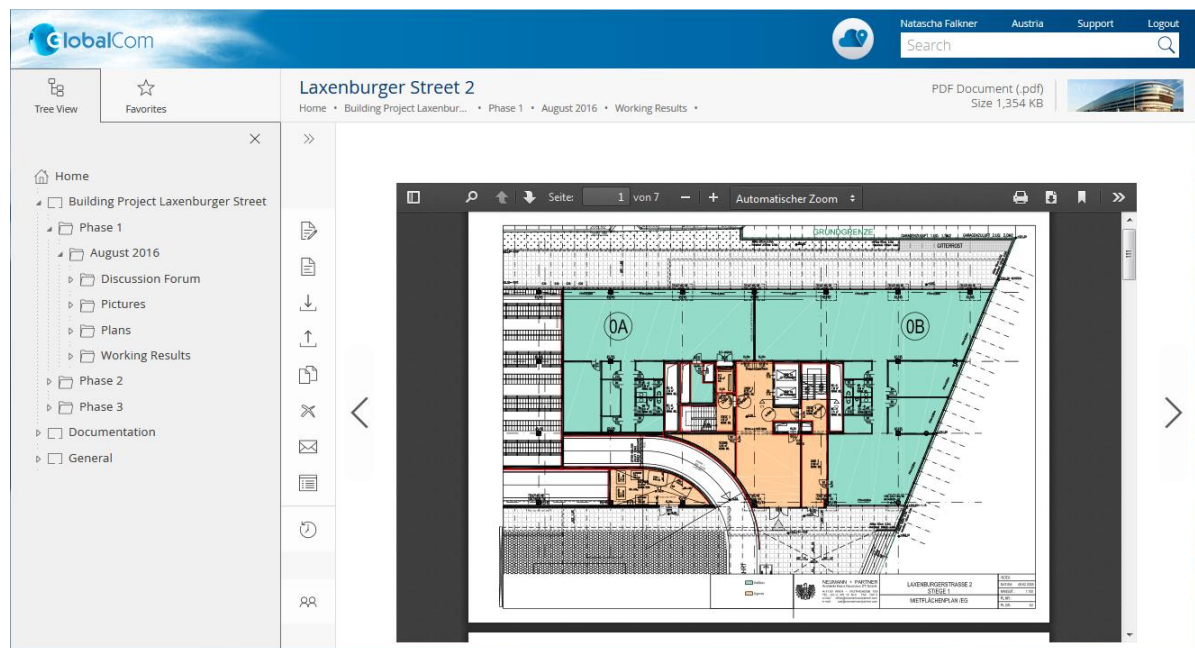
3.1.1 Common

The Fabasoft Cloud provides different log-in methods and access possibilities.

Use Case	Description
Log in	Users can log in either with user name and password or with Digital ID. As Digital ID the following is supported:

	• German ID Card • Austrian Citizen Card with Mobile Signature • SuisseID For two-factor authentication mobile Pin (SMS) and e-mail PIN are available.
Access possibilities	Access is possible with all common web browsers, WebDAV and an own iOS or Android app. For more information, see the document "Technical Information".
Cloud locations	With cloud locations you can define the physical location of your data. The following cloud locations are available: • Germany • Austria • Switzerland
Accessibility	Accessibility is a basic concept of the Fabasoft Cloud. Operation with assistive technologies such as screen readers and screen magnifiers is nearly generally possible. For more information, see the document "Technical Information".
Languages	The user interface is available in 22 languages: Bulgarian, Chinese (simplified), German, English, French, Croatian, Indonesian, Italian, Japanese, Dutch, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Czech, Turkish and Hungarian.

3.1.2 Usability

The Fabasoft Cloud Web Client provides superb ease of use, which you often miss in other web applications.

Use Case	Description
Responsive design	The layout of the web client adapts to the size of the display.
Editing documents	Documents can be edited and saved directly in the corresponding third-party application. You will not notice any difference to the work in a file system.

Drag and drop	Within the web client drag and drop is used to move documents and folders.
Uploading	Files and complete folder structures can be easily imported via drag and drop, `Ctrl + C` and `Ctrl + V` or the "Upload" menu. A comprehensive list of import options depending on the web browser and the chosen method, see the document "Technical information".
Downloading	Documents can be saved in the file system via `Ctrl + C` and `Ctrl + V` or the "Download" menu. Folder structures or documents are downloaded as a ZIP file.
Sending links	Hyperlinks to folders and documents can be directly inserted into an e-mail via a menu command. The documents stay in the Fabasoft Cloud with secure access rights and the recipients have access to the current state of the documents.
Full keyboard access	The web client can be completely handled with the keyboard.
Navigation	Complex storage structures are no problem. The tree navigation and breadcrumbs quickly lead to the desired folder. Navigating is even faster with personal favorites.
Views	The presentation of documents in Teamrooms and folders can be customized. The focus is either on the preview of the contents or the metadata of the documents.
Column view	The column view can be used to manage many documents in a single list. For adapting the representation following options are available: • Add column • Remove column • Move column (drag and drop) • Order • Group • Filter • Fix

3.1.3 Teamrooms

Exchanging documents and collaboration with your contacts is offered via so called Teamrooms.

Within a Teamroom the collaboration of a team is managed – from inviting members to managing individual access rights.

Use Case	Description
Managing Teamrooms	The collaboration is achieved through Teamrooms and the teams defined therein. Teamrooms can be structured with folders.
Providing access rights	Team members can be granted access rights on Teamrooms (read access, change access, full control). The restriction of members of a Teamroom to certain organizations is also possible.
Personalizing Teamrooms	The branding functionality allows defining a logo and description for Teamrooms.
Using the calendar	The team calendar provides a common calendar to coordinate team activities. The CalDAV support allows integrating the calendar into third-party products (e.g. Apple iCal or Apple Calendar app).
Using the newsfeed	Newsfeeds provide the team the possibility to informally share news and discuss within a Teamroom.
Showing new events	If there are changes in a Teamroom, they can be displayed and sent by e-mail.
Wastebasket	The Teamroom wastebasket protects against accidental deletion of documents. Only team members with full control are entitled to empty the wastebasket.

3.1.4 Working With Documents

Documents can be directly opened from the Fabasoft Cloud in the corresponding third-party application and resaved.

Use Case	Description
Editing documents	Documents that are stored in the Fabasoft Cloud can be edited and resaved directly in the corresponding third-party application. You will not notice any difference to the work in a file system. This functionality is provided by the Fabasoft Cloud Client. The Fabasoft Cloud offers a wide support for common office

	software on all platforms (e.g. Microsoft Office, Apple iWork and LibreOffice).
	For more information about the supported third-party products, see the document "Technical Information".
Importing e-mails	E-mails (Microsoft Outlook, Mozilla Thunderbird) can be imported with drag and drop or `Ctrl + C` and `Ctrl + V`. The e-mail content and attachments are viewable directly in the Fabasoft Cloud without a third-party application.
Playing video and audio files	Depending on the web browser and video format, videos can be directly played in the web client.
	For more information about the supported formats, see the document "Technical Information".
Editing images	A basic editing of images (rotate, zoom, crop) is directly possible in the web client.
	To use images outside the Fabasoft Cloud (e.g. for presentations) export possibilities are offered in a variety of formats and sizes.
Using public links	For each Teamroom can be defined whether public links are allowed. Public links allow people without an account to read and download documents.
Auditability	The so-called "time travel" allows viewing documents and even whole Teamrooms at certain time in the past. As a result, changes are traceable and older states can be restored if necessary.
	In addition, the possibility is offered, to compare metadata and content (Microsoft Word) of an older version with the current version.
	Release versions allow continuing to work on a document while users with read access see the release version.
	The continuous versioning ensures complete traceability. **Note:** When deleting versions or objects (empty wastebasket, dissolve Teamroom) the data is also no longer available in the history.

3.1.5 Search

Finding instead of searching. Enjoy the benefits of full-text, intuitive search with Mindbreeze InSpire.

Use Case	Description

Searching	The integrated full-text search of Mindbreeze InSpire allows you to quickly find the desired information. Actions can be performed directly on the search result.
	When searching the access rights are taken into account. Only hits are displayed that can be accessed by the respective user.

3.1.6 Synchronization With the Local File System

The Cloud Folder allows synchronizing contents stored in the Fabasoft Cloud with your local workstations. So the current state of your data is not only available in the web client but also directly on your local hard disk.

Use Case	Description
Synchronization	The Cloud Folder allows synchronizing folders and documents automatically from the Fabasoft Cloud to the local file system and vice versa.
	This functionality is available on Microsoft Windows and Apple OS X (see "Technical Information").

3.1.7 Mobility

Whether with laptop, tablet or smartphone, whether with web browser, iOS App or Android App, you have access to your data and documents.

3.1.7.1 Web Browser

Access to the Fabasoft Cloud with a web browser is available on all major mobile devices (e.g. Microsoft Surface Pro or tablets and smartphones based on Apple iOS, Android or Windows Phone). The web client adapts to the size of your mobile device. Note that when using the web client on tablets and smartphones no documents can be directly edited.

3.1.7.2 iOS App

With the iOS App "Fabasoft Cloud" you can access your Teamrooms and data in the Cloud on your iPad or iPhone.

Use Case	Description
Reading documents	The documents can be read either directly in the cloud app or via third-party apps like Apple Pages.
Uploading documents	Documents can be uploaded directly from your smartphone or tablet.

| Using the offline mode	Synchronized documents can also be accessed without an Internet connection.
Searching	The search for data can be performed on all Teamrooms with access rights.

3.1.7.3 Android App

With the Android App "Fabasoft Cloud" you can access your Teamrooms and data in the Cloud on your Android tablet or smartphone.

Use Case	Description
Reading documents	The documents can be read either directly in the cloud app or via third-party apps like ThinkFree Office.
Editing documents	Depending on the functionality of the third-party apps documents can be edited and resaved.
Uploading documents	Documents can be uploaded directly from your smartphone or tablet.
Using the offline mode	Synchronized documents can also be accessed without an Internet connection.
Searching	The search for data can be performed on all Teamrooms with access rights.

3.2 Security

The security of your personal data and your documents stored in the Fabasoft Cloud is of utmost importance for us.
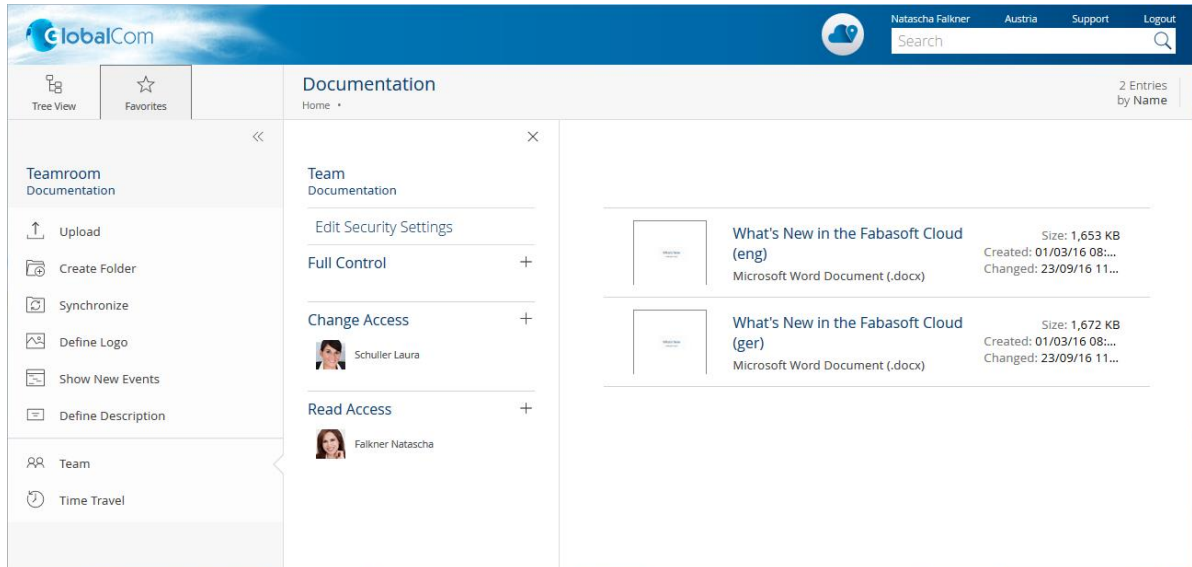
3.2.1 Common

The Fabasoft Cloud provides high flexibility and security at the same time.

Use Case	Description
Encrypted communication	The communication between the client and the Fabasoft Cloud is always encrypted via an HTTPS connection. This also applies when using a smartphone.
Access rights	Access to Teamrooms is defined by access rights.
Access for applications	Access to the Fabasoft Cloud with third-party applications can be secured by specially generated passwords. For the passwords a validity can be set and also revoking passwords is possible.
Search within the access rights context	When searching, only objects can be found for which the user has search rights.
Watermark	Instead of the original document a PDF document with a watermark can be displayed to team members with only read access.

3.2.2 Certifications

External and internal security analyses and audits of technical, physical, and organizational security measures and operating processes play a crucial role in ensuring the security of your data.

Trusted Cloud Label

Fabasoft Cloud has been awarded the Trusted Cloud Label. The Trust Cloud Label is awarded by the Trusted Cloud Kompetenznetwerk e.V., an independent expert network initiated by the German Federal Ministry for Economic Affairs and Energy (BMWi). It recognizes trustworthy Cloud services that fulfil a defined set of requirements with regards to transparency, security, quality and legal compliance.

IDW PS 880

KPMG Advisory GmbH certified Fabasoft Cloud in compliance with IDW PS 880. Following testing with regard to its being audit-proof in accordance with German, Austrian and Swiss commercial and tax law, KPMG awarded the IDW PS 880 certification. This verifies that Fabasoft Cloud fulfils the storage rules required in Germany, Austria and Switzerland (GoB-compliant archiving). The IDW PS 880 audit entails an independent auditor determining whether and to what extent software solutions support the storage rules pursuant to the applicable commercial and tax law (audit-proof or GoB-compliant archiving) of the respective country in order to fulfil the required compliance.

EuroCloud Star Audit (ECSA V3.0)

Fabasoft is certified in accordance with the EuroCloud Star Audit (ECSA), Certification Level 5 Star, the highest certification level. Part of the Cloud Certification Schemes List of the European Union Agency for Network and Information Security (ENISA), ECSA is a relevant certification scheme for the audit and external quality evaluation of Cloud services in Europe based on best practices. It is carried out by the renowned organization EuroCloud Europe.

TÜV Rheinland Certified Cloud Service (CCS)

CCS is a relevant certification scheme for Cloud services on ENISA's Cloud Certification Schemes List.

The certification authority TÜV Rheinland i-sec GmbH certifies that the Cloud infrastructure and Cloud application have achieved the following objectives:

- Secure data hosting
- Secure data transfer
- Secure operation of business-critical applications
- Quality and availability of services – high service continuity, high on-demand scalability
- Security and quality of data access and data storage – secure login process and authorization systems to control data access at the network level
- Protection from attacks using cutting-edge technology

ISO/IEC 20000-1

Fabasoft is certified according to ISO/IEC 20000 for the IT service Fabasoft Cloud. The 20000-1 standard is an internationally recognized standard for IT service management systems which documents the requirements for professional IT service management.

ISO/IEC 27001

Fabasoft is certified according to ISO/IEC 27001. The ISO/IEC 27001 standard is a globally recognized standard for the assessment of the security of IT environments.
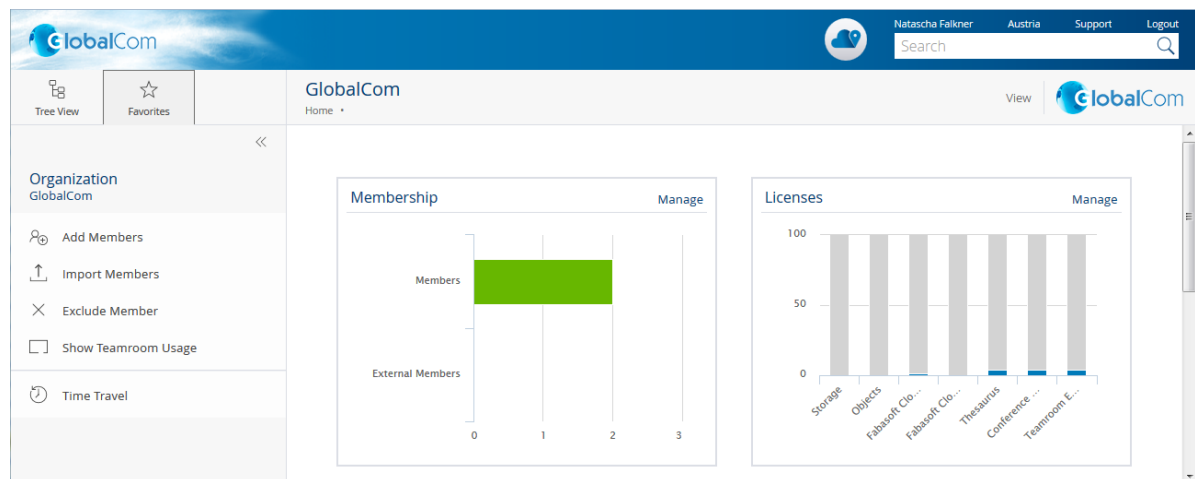
ISO/IEC 27018

Fabasoft is certified according to ISO/IEC 27018. The ISO/IEC 27018 standard is a globally recognized standard for the protection of personally identifiable information.

ISAE 3402 Type 2

Fabasoft is verified in accordance with ISAE 3402 Type 2. The 'International Standard on Assurance Engagements' (ISAE 3402) is the international testing standard used to evaluate the efficacy of the internal control system (ICS) of service organizations. The standard was developed by the 'International Auditing and Assurance Standards Board' (IAASB) as the successor to the SAS-70 Standard.

3.3 Administration

The administration tasks in the Fabasoft Cloud can be easily carried out via the user interface.

Use Case	Description
Managing members and organizations	Organizations are used to administer users. The organizational structure (organizational units and positions) can be used for a hierarchical structuring of organization members. Teams provide an informal structuring possibility. Typical organizational tasks are to add and remove members, manage organizational units, manage teams, change members' profiles, define organization administrators, assign service packages, monitor the team

	room usage and define the logo.
Managing external members and external organizations	Employees of suppliers, partner companies or customers can be added as external members to an organization. External members can be structured in external organizations.
Exclude member and nominate a successor	When excluding a member or external member from an organization a successor can be nominated who takes over the functions and access permissions.

4 Scope of Services - Fabasoft Cloud Enterprise

The edition "Fabasoft Cloud Enterprise" contains the full scope of services of the edition "Fabasoft Cloud Professional" and offers the following advantages.

Use Case	Description
Log in	Users can log in with user name and password, Digital ID, client certificates or AD FS (Microsoft Active Directory Federation Services). For two-factor authentication mobile PIN (SMS), e-mail PIN and one-time password with RADIUS server are available.
Workflow	The workflow enables the digital mapping and running of your business processes.
Modelling processes with BPMN 2.0	With a graphical process editor you can model business processes based on BPMN 2.0 (Business Process Model and Notation). With the workflow engine the modeled business processes can be executed digitally.
Mobile workflow access	The Fabasoft Cloud Worklist app for iOS enables the convenient execution of working steps on the iPhone or iPad.
Classifying documents	In conjunction with Mindbreeze InSpire, documents can be automatically classified and metadata can be extracted. **Note:** The classification and metadata extraction is provided by Mindbreeze InSpire. This appliance must be purchased separately.
Follow-ups	Users can define follow-ups for documents. Upon reaching the follow-up date, an e-mail is sent or a process is started.

Transfer Teamrooms	Teamrooms together with the folder structures and documents can be transferred from Fabasoft Folio, the Fabasoft eGov-Suite and the Fabasoft Private Cloud to the Fabasoft Cloud in order to continue working with another team. After completion of the project, the results can be retracted. Teamrooms can also be transferred to another cloud location.
Publish Teamrooms	Teamrooms together with the folder structures and documents can be published from Fabasoft Folio, the Fabasoft eGov-Suite and the Fabasoft Private Cloud to the Fabasoft Cloud. Published Teamrooms can only be read; changes can be re-published. Teamrooms can also be published to another cloud location.
Converting video and audio files	Videos can be converted to the formats MP4, WebM and OGV. For audio files, the target formats MP3 and OGG are available.
Auditing	With the auditing functionality accesses to objects are logged. Not only changes of properties are displayed, but also when and by whom an object was read.
User-defined forms	Starting from a graphical form editor additional metadata can be added to objects.

5 Scope of Services - Fabasoft Cloud Superior

The edition "Fabasoft Cloud Superior" contains the full scope of services of the edition "Fabasoft Cloud Enterprise" and offers the following advantages.

Use Case	Description
Individual software development	If a project requires tailored solutions (e.g. connecting external systems), they can be efficiently implemented with the Fabasoft Cloud.