



Pipeliners CRM

How We Secure Your Data

We know that security of your data is of top concern to you—and so it is for us as well. This white paper is being provided to give you a more detailed understanding of how we make your Pipeliner CRM data secure.

Banking Compliance

As you probably know, data security standards aren't made much stricter than they are for the banking industry. The team that developed Pipeliner CRM is the same team that developed World-Check, the global risk intelligence platform now owned by Thomson Reuters. World-Check delivers the widest financial crime related coverage available.

The same team continues development on both World-Check and Pipeliner CRM to this day. Banking compliance is the background and standard to which Pipeliner was built—which puts us well ahead of many other CRM security standards.

Data Center and Network Security

Technical Infrastructure and BackUp Procedures

Pipelinersales, like many SaaS providers, uses Amazon Web Services (AWS) for North America, Amazon Web Services (AWS) for Canada and Amazon Web Services (AWS) for Germany to host your cloud data. AWS has a wealth of security standards and backup recovery policies in place including ISO 27001 and ISO 22301. This provider includes security and backup standards for physical security, disaster recovery and monitoring.

Server locations

-  North America — Virginia, USA
-  North America — Toronto, Canada

 Europe — Frankfurt, Germany

 APAC — Sydney, Australia

We also have a number of internal protocols to further enhance security and disaster recovery. Data between these servers are not shared or mirrored.

EXAMPLE: If you are a customer from US, your data stays in US or if you are a customer in Europe, your data stays in Europe.

Disaster Recovery

With data centers in 12 regions around the world, AWS provides a set of cloud-based disaster recovery services that enable rapid recovery of data centers globally.

Additionally, Pipeliner CRM engages facilities for a secondary data center site to be available within 24 hours of any data-threatening event.

Pipeliner CRM also uses an offline snapshot backup system in which data is available for up to 3 months, and daily online full backups which are available for 12 days.

Encryption Level

Pipeliner CRM utilizes a 2048 bit cypher—some of the strongest data encryption available—using Secure Socket Layer (SSL) which establishes an extremely secure link between the cloud and the desktop versions of Pipeliner CRM.

Optional Extra Security Level

If needed, Pipeliner CRM offers an additional layer of encryption, Amazon EBS Encryption feature, for an additional charge. EBS guarantees that data is encrypted before leaving the hosting system and accessing network. Data is only readable when accessed by the customer's Pipeliner CRM users, and by trusted Pipeliner CRM staff.

Green Technology— Sustainable Energy

We know that today, security not only means security of our data, but for the future of our planet. Pipeliner has a definite stance when it comes to sustainable energy and for future environmental safety.

Pipeliner CRM is an SaaS (Software as a Service) application, which is by its very nature environmentally friendly. Because it exists in the cloud, and not on our own datacenter servers, energy usage is constantly optimized.

Pipeliner CRM service is hosted by Amazon Web Services (AWS). In addition to creating an extremely reliable and cost-effective Cloud platform, AWS has a long-term commitment to achieve 100% renewable energy sources for their footprint. You can read more about AWS's sustainable energy initiatives [here](#).

Along with Amazon, Pipeliner is committed to creating the most sustainable platforms possible, for our common future as a planet.

Additional Questions?

If you have any additional questions about the security of your data with Pipeliner CRM, please contact your Pipeliner Sales Rep

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