



# Salesnet® CRM Documents

## **IT Overview**

**System Requirements**

**Security**

**Availability and Scalability**

## Document History

Revision	Date	Author	Comments
1.0	6/12/2001	Salesnet Development	<i>Initial Draft</i>
1.1	5/15/2003	Salesnet Development	<i>Update</i>
1.2	8/22/2006	Salesnet Development	<i>Update</i>
1.3	6/12/2007	Salesnet Development	<i>Update</i>
1.4	11/08/2008	Salesnet Development	<i>Update</i>
2.0	4/24/2010	Salesnet Development	<i>New Salesnet Release</i>
2.1	1/22/2011	Salesnet Development	<i>Feature Pack Release</i>
2.2	3/11/2011	Salesnet Development	<i>Update</i>
2.3	3/14/2011	Salesnet Development	<i>Doc Standards Update</i>
2.4	5/5/2014	Salesnet Development	<i>Technology Update</i>

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## Introduction

This document is intended for IT professionals and/or departments responsible for ensuring a proper operating environment for the Salesnet CRM application(s) and their company's data. We have provided as much information in this documentation as is feasible given the nature of security and operating environment details.

## System Requirements

### Salesnet CRM Desktop Browser Application

The Salesnet CRM browser application can run on any computer\* with an internet connection that supports the following browsers:

Browser	Comments
Microsoft® Internet Explorer	Internet explorer 10+ is recommended, however 8+ is supported. Be sure to apply all Microsoft® Updates.
Mozilla Firefox	Firefox 18+ is recommended, however 10+ is supported.
Apple® Safari	The Safari browser is not officially supported but regularly used.
Google Chrome	Chrome 32+ is recommended, however 24+ is supported.

- **Hardware:** To access Salesnet CRM, all that is needed is an Internet connection through virtually any computer.
- **Internet Connection:** Any broadband connection, however the type of Internet connection you use can directly influence the apparent speed of the Salesnet CRM application, just as it does for any other web site you visit. Connection speed recommended to be at least 3Mb/1Mb download/upload.
- **Cookies:** Cookies must be enabled to login to Salesnet CRM.

- **LAN/WAN Configuration:** Salesnet CRM is fully functional behind a firewall or proxy server provided access to secure HTTPS (SSL) traffic is allowed.
- **Optimal Screen Resolution for viewing Salesnet CRM:** Standard 1080p HD resolution is recommended (1920 x 1080). Minimum recommended resolution is 720p (1280 x 720). Screen resolutions lower than 720p may make viewing various areas of the application difficult.
- **JavaScript:** Make sure JavaScript is enabled for all user browsers in order to login to Salesnet CRM.

### Salesnet Mobile CRM Browser Application

Salesnet Mobile CRM is designed to be accessed via any standards-compliant smartphone browser. The following specific manufacturers/OS versions are officially tested and supported:

Mobile OS/Browser	Comments
Apple iOS (4+)	Fully supported
Google Android (2.1+)	Fully supported
Windows Mobile (7+)	Fully supported

Mobile browsing experiences may vary greatly depending upon the following variables: **mobile network speed** (i.e. 3G, 4G), **mobile device browser speed** (newer smartphones are traditionally faster and more capable), and finally **screen resolution** of 400x800. Salesnet Mobile CRM was designed with new generation (3G/4G) smartphones as the assumed device.

### Salesnet CRM Microsoft Office Add-Ins

Salesnet provides Office Add-Ins for Outlook, Word and Excel. The Add-Ins provide productivity functions for Salesnet CRM with secure integration to the user's data.

The Add-Ins require Office 2007+.

## Security

Salesnet is dedicated to making sure your organization's data is secure. The information provided in the following sections outlines Salesnet's security measures at a high level. Salesnet brings considerably more to bear on the topic of security, but cannot divulge greater details in this public documentation.

### Datacenter Facility Security

Salesnet CRM is hosted at multiple secure hosting facilities maintaining power grid, bandwidth provider, and corporate disparity. Each hosting facility maintains a multi-tiered security and facility management protocol including the following:

- Data center floor and secured areas require card key and two-factor biometric authentication
- Security Guards on-site 24x7x365
- Closed circuit video cameras cover the interior and exterior of building, all entrances, alternate workspace, and data center floors

Salesnet maintains a minimum of personnel with physical access to facilities and equipment.

### Infrastructure Security

Salesnet CRM operates entirely on Microsoft OS and App Server infrastructure. Patch management is monitored and maintained rigorously as well as version advancement to leverage the most current and secure technology. Currently, Salesnet CRM operates on a combination of Server 2008 R2 / IIS 7.5 + SQL Server R2 and Server 2012 R2 / IIS 8.0 + SQL Server 2012. Environment security is tightly controlled with a split AD + DMZ environment.

The entire Salesnet CRM environment is guarded by an array of load-balanced firewalls with a battery of protection mechanisms and active monitoring for intrusion prevention.

External vulnerability scanning is conducted daily. McAfee Secure independently runs over 4000 simulated attacks and certifies compliance to PCI and CISP requirements.

All database access is controlled at the operating system level and at the database connection level. Salesnet enforces tight operating system security by using robust passwords and keeping a minimal number of access points to all production servers.

Production servers do not share a master password database. For additional security, all operating systems are maintained at each vendor's recommended patch levels.

### **Application Security and Encryption**

Salesnet CRM can be accessed only with a valid Company Login, User Login, and User Password combination.

All logins and access to the Salesnet CRM application are forced to use SSL encryption.

Administrators can choose to enforce a customizable password policy including options for minimum number of characters, force combination of letters and numbers, and case sensitivity. Multiple consecutive unsuccessful attempts to login (between two and five, as determined by the Administrator) will immediately cause the user's account to be locked and an alert email to be sent to the company's Salesnet CRM administrator.

Access to Salesnet CRM account information via the Salesnet CRM API's uses the same centralized password security model and SSL encryption.

## Availability and Scalability

### Hosting Facilities

Salesnet hosting facilities are selected to provide this highest security and availability. All facilities are SAS 70/Type II – SSAE 16 certified and operate with multiple independent power and internet connectivity sources.

### Comprehensive Data Backup and Data Recovery

In addition to the built-in redundancy provided by the Salesnet CRM hardware infrastructure, backups are executed continuously. Full, differential, incremental, and transaction log backups are run 24 hours/day. All data is “shipped” to a geographically disparate datacenter every 15 minutes and may be brought online fully within 90 minutes of a critical event.

Backup data is also maintained independently within online and offline media at multiple secured facilities.

### Continuous Access to the Salesnet CRM Application

The Salesnet CRM application is operated within physically isolated, dedicated hardware infrastructure environments. There is no single point of failure within any portion of the Salesnet CRM application or supporting hardware infrastructure. All core web application and database servers are load-balanced and/or failover cluster configurations for high performance and availability.

### Scalability

Salesnet CRM's hardware *and* application infrastructure are built to smoothly handle explosive growth in terms of both users and data. The distributed architecture allows for virtually unlimited growth even within a single company/client dataset.