

Concur’s Trust Platform – Service and Information Assurance

Concur’s best practices, certifications and attestations ensure that client information is safe and protected and that services are available and perform properly

WHAT IS THE CONCUR TRUST PLATFORM?

The **Concur® Trust Platform** is founded on two key elements necessary in any business, good Security and Service Management. Leveraging industry best practices, Concur operates a framework of audited processes and controls that helps protect Concur client information from unauthorized access and ensures that Concur’s online services operate to meet the service levels customers’ demand. Concur’s best practice Service Management processes, high-granularity access control, audit logs, vulnerability management , security scanning and continuous monitoring deliver confidentiality, integrity and availability to clients, all backed by a best-in-class Security and Service Management policies, process architecture and third party audits. In addition to employing best-in-class service management processes, state-of-the-art technology

and hosting facilities, Concur Trust Platform relies on a unique combination of trained personnel, mature business processes, and frequent audits against a variety of international and U.S. standards to deliver a level of security and confidence unmatched in the industry.

SERVICE MANAGEMENT

Concur’s Service Management processes are modeled after the time-proven ITIL (IT Infrastructure Library) process family and audited to the ISO 20000 Service Management standard. These processes assure that Concur solutions operate to meet or exceed published service levels with the highest possible reliability in the most efficient manner. Periodic management review and continuous improvement processes mean that the Concur Trust Platform is continually honed to provide best in class service delivery.

SECURITY MANAGEMENT

Concur’s information assurance processes are founded on and audited to the internationally recognized ISO 27001 Security Management standard. This ensures that Concur’s solutions are operated to meet the international standards for security management and provides the assurance that Concur’s services provide confidentiality, integrity and availability. Periodic management assessment and continuous improvement processes mean that the Concur Trust Platform is continually honed to provide best in class security management.

PRIVACY MANAGEMENT

Concur collects only the minimum necessary personally identifiable information (PII) and uses it only for stated purposes. Sensitive information including PII is encrypted when transmitted and stored on Concur systems. PII is transmitted to third parties only when specifically required to provide agreed upon business services. PII is never used for marketing or other purposes. Concur is compliant with privacy regulations across the globe including the European EU Directive 95/46 EC.

PHYSICAL ENVIRONMENT

Concur’s Employee Spend Management solutions are based on a high availability architecture with no single point of failure and collocated in a number of Tier 4 data center facilities in geographically separate locations. The data centers undergo twice-annual SAS70 Type II audits and to gain assurance that these data centers are maintained properly Concur reviews all auditor report on a half yearly basis. This report is available for client inspection with appropriate NDA.



ISO 27001:2005
 ISO 20000:2005
 IS 84383

ACCESS MANAGEMENT

Concur's Employee Spend Management solutions – which include, **Concur® Expense, Concur® Cliqbook Travel, Concur® Meeting, Concur® Travel & Expense, Concur® Invoice,** and **Concur® Pay** – utilize highly-configurable access controls that enable the client to set up and manage a precise level of control based on their particular company's policy. Application administrators in your company can easily add users and assign specific roles and permissions that suit your business needs.

VULNERABILITY MANAGEMENT

Concur utilizes industry recognized third party security specialists, enterprise-class systems and tools to scan its software and its production environment. Each of Concur's expense management solutions are periodically assessed for vulnerabilities and serious vulnerabilities are removed. Also, Concur frequently scans its online production environments to ensure that any new vulnerabilities are promptly identified and mitigated. This vulnerability management provides assurance that Concur and its supporting infrastructure are free of potentially harmful vulnerabilities.

CONTINUOUS MONITORING

Concur utilizes enterprise-class systems and tools to continuously monitor all aspects and layers of the Concur solutions infrastructure. From intrusion detection systems to resource utilization, Concur's solutions environment is fully monitored by world-class monitoring systems and trained operations center personnel.

COMPLIANCE MANAGEMENT

For most companies, Employee Spend Management business functions like travel procurement, expense reporting and invoice processing are financially relevant, meaning that Concur's solutions become an extension of our customers' financial operations. In order to become, and remain the Employee Spend Management partner of choice, Concur's solutions are audited regularly for compliance with the following global standards for Security and Service Management:

- ISO 27001. The Global standard for IT security management practices, Concur has been BS 7799 certified since 2004.
- ISO 20000. The world standard for IT service management practices, Concur is audited bi-annually.
- SAS70 – Concur has attestations for all Concur expense management solutions and supporting hosting facilities.
- PCI Compliance. Concur is a VISA Registered CISP Compliant Service Provider. As a Level II Service Provider, Concur is audited annually by a PCI approved assessor.

Additionally, Concur is a public company and hence required to be compliant with Sarbanes-Oxley. This reinforces Concur's top-down security management to ensure the integrity, reliability and security of Concur systems.

ABOUT CONCUR

Concur is the world's leading provider of on-demand Employee Spend Management services. Concur helps organizations control costs by uniting online travel booking with automated expense reporting, and streamlining invoice processing. Concur's suite of award-winning on-demand services allow companies to get up and running quickly so they can focus on what's most important. By automating and optimizing business processes, Concur delivers actionable business intelligence and rapid ROI, helping companies increase efficiency, control employee spend and drive down operational costs. Concur's business travel and invoice solutions are trusted by thousands of companies and reach millions of employees worldwide. Learn more at www.concur.com.

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