# Security & Reliability

### Security and reliability at StarLeaf has 6 pillars

• ISO 27001 certification

• 99.999% uptime SLA

Platform ownership

Data jurisdiction

Encryption and authentication

Legal compliance





### Why is StarLeaf ISO 27001 certified?

- To increase reliability and security of systems and information
- To demonstrate risk identification and assessment
- To improve trust and confidence for our customers and partners





### What is ISO 27001 certification?

ISO 27001 certification cements our commitment to provide enterprises with peace of mind when choosing StarLeaf

- Rigorous certification process
- Compliance regulations (including GDPR)





### 99.999% uptime SLA

Total ownership of our global platform is why we are the only service provider to offer a 99.999% uptime SLA

 99.999% uptime of service assured with a financially backed SLA

 We guarantee less than 5.5 minutes per year of unscheduled downtime





### Platform ownership

- StarLeaf believes
  - Every millisecond counts when providing a real time meeting service
  - Having access to every log line matters when supporting your service
  - Knowing where every byte is stored is important when protecting customer data





### Data jurisdiction

- Enterprises have a legal requirement to protect all personal data
- StarLeaf offers a data protection guarantee with a choice of data jurisdiction





### Encryption & authentication

- We not only encrypt data at rest but also in transit
- State of the art authentication methods:
  - Single sign on (SSO)
  - Each room system has a unique security certificate



### Legal compliance

StarLeaf helps customers ensure they are fulfilling their legal requirements within their industry and jurisdiction

- Legal requirements
- Accreditation requirements
- Contractual requirements

### Hows

- Data processing agreements
- Certifications
- StarLeaf security team





### Risk and business continuity

- Future-proof communication
- Guaranteed service
- Efficient and secure operation

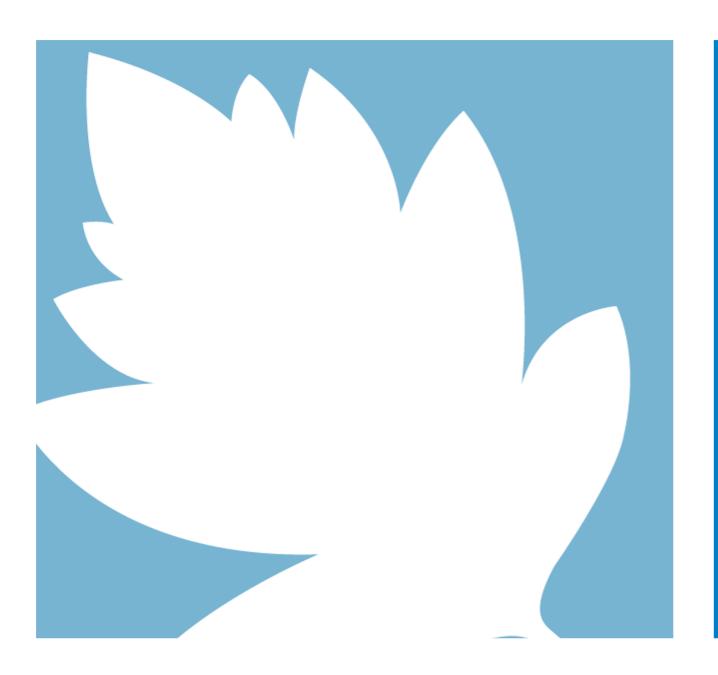




### How do we compare with the competition?

	StarLeaf	Lifesize	Zoom	Cisco	Microsoft	BlueJeans	Poly
ISO 27001 certified	<b>✓</b>	X	×	<b>✓</b>	<b>✓</b>	X	n/a
SLA 99.999%	<b>/</b>	×	X	X	X	X	n/a
Data jurisdiction guarantee	<b>/</b>	×	×	×	<b>✓</b>	×	n/a
Own platform		X	×	X	<b>✓</b>	X	n/a
Dedicated platform	<b>✓</b>	X	X	X	×	X	n/a
Unique certificate for rooms systems		X	X		X	X	n/a





## Questions

# StarLeaf \*\*

Engineered to make meeting simple