SOLABS QM Services,

Security and Architecture

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Our Applications

QM10 Prod

QM10 Val

QM10 Root

Knowledge Base

Reporting

E-Room

e-Assessment

Backend

Core Services

Service Name	Functions
SOLABS QM10	• Enterprise Quality Management System • E-Signatures • Document Control and Record Keeping • Training Management and Recording • Quality Events & Reporting • Change Management • CAPA
Sharepoint Portals & OLAP	• Data Transformation (ETL) • SharePoint Portals (Access to reports and analytics)
Password Management & Active Directory	End-user password management and directory services
Backup and Restore	Management of backups
Online Assessments	Set and record Online Assessments for training activities
Automated Service Center	Self-service center for interventions

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Enabling Services

Service Name	Functions
Hosting Infrastructure	Services provided by Iron Mountain
Network Infrastructure	Firewalls and networking equipment
Computing Resources	Hardware (Servers)
Data Storage Devices	Storage Area Network
Virtualization & OS	Operating Systems
OLTP	Online Transactional Processing (SQL Server)
ADC	Application Delivery Controller
Document Transformation	PDF rendering, Marking, etc.

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Enhancement Services

Service Name	Functions
eRoom	Client Specific Document Repository
Data Export	Daily extract of datasets (supporting clients for advanced reporting and analytics)
Knowledge Base & Chat Service	Information on SOLABS products and services
solabs.com	Redirects end-users to commonly used services

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Interfaces

Interface Name	Functions
OneLogin Authentication Handler	Allows users to access QM10 via OneLogin credentials (SSO)
Azure AD Authentication Handler	Allows users to access QM10 via Azure AD credentials (SSO)
SharePoint Online	Allows collaborative reviews with MS Office documents

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Reporting and Analytics: Responsibilities

Service	Functions	Responsibility
OLAP	Datasets covering all areas of QM10 and QM APPs	SOLABS
Data Export	Publish Datasets externally	SOLABS
Sharepoint Portals	• Publish Datasets in Excel Format • Publish Excel and SSRS reports covering "the basics"	SOLABS
	• Publish advanced analytics through Excel and SSRS	Partners / Clients
Power BI / Tableau / SAP Crystal / etc.	Advanced analytics and reporting	Partners / Clients

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Hosting and Physical Security

Natural Disaster Protection

- Weather-resistant location (220 ft. Underground)

- Zero' Seismic Zone

- Elevated priority from Federal Government due to customer base

Physical security meets exacting standards of existing federal and F500 clients

- 24x7 armed guards

- 3-factor authentication

Networking and Backups

All critical hardware is redundant to assure continued operations.

Redundancy	Responsibility
Internet and Access	Iron Mountain
Electricity	Iron Mountain
Firewalls	SOLABS
Networking Gears	SOLABS

References:
- CDS-002: Hosting Infrastructure
- CDS-003: Network Infrastructure

Infrastructure Access is Protected

Several protocols are in place to ensure the right people access our infrastructure

- VPN Access Only (MFA enabled)

- Controlled User Access List

- Limited Administrative Access

- Least Privilege Approach

- Vendor Access Enabled On-demand Only

About Solabs

SOLABS is a technology company which successfully introduced 2 successive generations of EQMS technologies for the Life Sciences industry.

In today's highly-competitive environments nobody can afford to make the same mistakes over and over again. Organizations need to **learn from experience** and capture those learnings in real-time.

SOLABS QM10 is built on 15 years of prior experience helping companies do exactly this. Our **Document Control** foundation allows for the creation of a set of procedures, business processes, work instructions and - like the name says - all of the elements that ensure a controlled, well-built and reliable quality system. Our QM APPs allow clients to capture experiences, errors and improvement opportunities through audits, complaints, deviations, laboratory investigations and CAPA.

With SOLABS, organizations build all the required controls and visibility to **continuously improve in real time**.

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