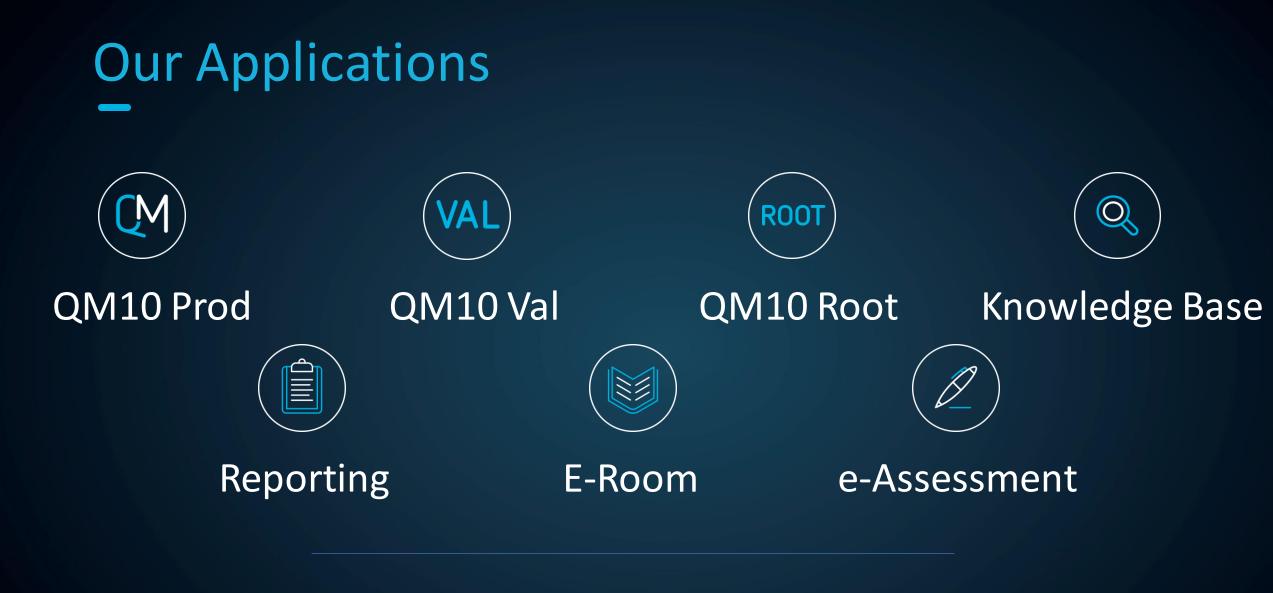
SOLABS QM Services, Security and Architecture





Backend

Core Services

Service Name

SOLABS QM10



Sharepoint Portals & OLAP

Password Management & Active Directory

Backup and Restore

Online Assessments

Automated Service Center

Functions

- Enterprise Quality Management System
- E-Signatures
- Document Control and Record Keeping
- Training Management and Recording
- Quality Events & Reporting
- Change Management
- CAPA
- Data Transformation (ETL)
 SharePoint Portals (Access to reports and analytics)

End-user password management and directory services

Management of backups

Set and record Online Assessments for training activities

Self-service center for interventions



Enabling Services

Service Name

Hosting Infrastructure
Network Infrastructure
Computing Resources
Data Storage Devices
Virtualization & OS
OLTP
ADC
Document Transformation

Functions

Services provided by Iron Mountain Firewalls and networking equipment Hardware (Servers) Storage Area Network Operating Systems Online Transactional Processing (SQL Server) Application Delivery Controller PDF rendering, Marking, etc.



Enhancement Services

Service Name

eRoom

Data Export

Knowledge Base & Chat Service

solabs.com

Functions

Client Specific Document Repository

Daily extract of datasets (supporting clients for advanced reporting and analytics)

Information on SOLABS products and services

Redirects end-users to commonly used services





Interfaces

Interface Name

OneLogin Authentication Handler

Azure AD Authentication Handler

SharePoint Online

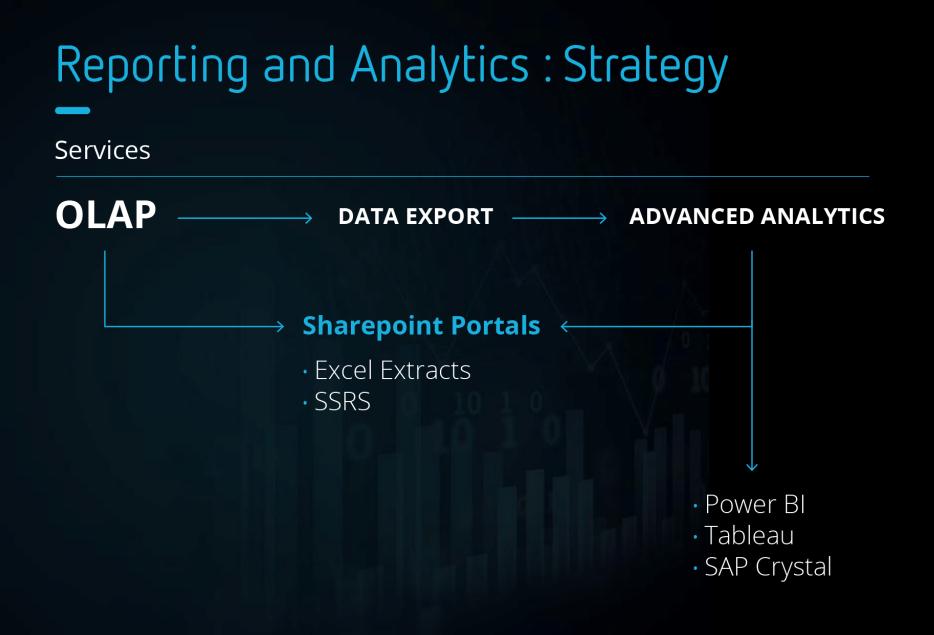
Functions

Allows users to access QM10 via OneLogin credentials (SSO)

Allows users to access QM10 via Azure AD credentials (SSO)

Allows collaborative reviews with MS Office documents







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 Bl / Tableau / SAP Crystal / etc.	Advanced analytics and reporting	Partners / Clients



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 Internet and Access Electricity Firewalls Networking Gears Responsibility Iron Mountain Iron Mountain SOLABS 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**.

