Security and Manitou Cloud Services

Q: What exactly is the cloud in reference to Manitou Cloud Services?

A: Manitou Cloud Services (MCS) is a private cloud also referred to as a hosted cloud solution. The information is stored on physical machines owned and maintained by Bold Technologies in secure data center locations. Equipment is locked and inaccessible to all but essential staff at Bold. The facility has passed the UL 827b requirements.

Q. Is my data isolated in MCS?

A. With the exception of the MCS | Now package, we do not share server instances or merge data from your system into any super database. Your data is isolated to equipment that is specifically assigned to your Manitou Cloud Services package.

Q: How safe is the data in MCS?

A: Bold Technologies takes extreme precautionary measures to ensure that your data is protected. We use a Cisco Meraki Next Generation Firewall with a built-in Intrusion Detection System and both identity-based and device-aware technology. Bold Technologies establishes a hardware Virtual Private Network (VPN) between your facility and the Manitou Cloud Services private cloud. All data is encrypted in transit using National Institute of Standards and Technology (NIST) advanced encryption from point to point. Click here to learn about the Cisco Meraki.

Q. What about users accessing my system outside of my facility using BoldNet Neo?

A. MCS requires the use of a Secure Socket Layer (SSL) certificate for all web traffic accessing the system. Internet Information Services (IIS) directs all traffic through the secure port (443) and demonstrates this by adding HTTPS to your browsers address bar. Additionally, most modern browsers will display a green lock logo or color the address bar green. This demonstrates that the SSL certificate is current and valid as verified by a trusted SSL provider. Furthermore, Bold Technologies uses Microsoft Enhanced RSA and AES Cryptographic technology to generate longer and stronger encryption keys for web-based traffic.

Q. What is an Intrusion Detection System?

A. Intrusion Detection Systems, including the technology built-in to the Cisco Meraki firewall scans all traffic going through the firewall for suspicious activity or data that may include similarities to known malicious content (e.g., viruses, ransomware, external port scanners, etc.). If suspicious content is detected, it notifies administrators of the possible threats.

Q. Does Bold use an Intrusion Prevention System?

A. No, we do not employ an IPS in standard MCS deployments. Unlike Intrusion Detections Systems, an IPS required all traffic to flow through a single point and actively reads all data rather than simply scanning it for patterns. This can significantly slow the data flow and cause latency that is not necessary in most situations. Risk mitigation is extremely important and as part of the process in determining the benefits of using an Intrusion Protection System. Bold Technologies determined that the latency outweighed the risk when dealing with life-safety monitoring situations.

Q. Is my data safer with an on-premises solution (physical servers at your location)?

A. In most cases, no. If your servers have access to the Internet for any reason including the ability to download security patches and maintenance releases from Microsoft or other trusted providers, your data is just as exposed as it is in a private cloud solution such as Manitou Cloud Services. Bold follows all Information Technology/Security best practices and maintains firmware and security patches.

Q. Is there a way to guarantee that my data is completely safe from a breech or malware?

A. With today's reliance on the Internet to provide data traffic from alarm panels and other communications such as email, no network is completely safe unless it is completely disconnected from the outside world in a dark network. Best practices dictate evaluating the risks and mitigating against malicious attacks by maintaining firmware updates, security patches, and maintenance releases. The additional layer of security provided by the Cisco Meraki firewall's Intrusion Detection System provides awareness of threats and allows professionals to respond quickly to potential threats.

Contact us today to learn more about our Manitou Cloud Services packages!

BOLD GROUP

800-255-BOLD
boldgroup.com
sales@boldgroup.com