



Security and Requirements for Smart Facility Software SaaS Products

2/23/2021

SaaS Products:



Domains

Domains that are required to access our products are as follows:

www.esct.com	ES Optimizer and ES Service Optimizer Add On
www.pocketsurveytool.com	Pocket Survey Tool for our Survey Optimizer product
www.pocketcloudserver.com	Cloud Server supporting the iOS Web Service.
www.esregistration.com	Supports our Executive Panel Products

Email

Our Generated Email messages come from the following addresses.

sales@smartfacilitysoftware.com	Product Information, Feature Updates, etc.
notify@esoptimizerapp.com	System Generated Messages.

Browser and Hardware Requirements Include:

- **Recommended Web Browsers and Versions**
IE 8 and above, All the latest versions of Firefox, Chrome, Safari
No Plug-Ins or Required Settings
- **iOS Requirements** (Apple iPad, iPad Mini, iPhone and iTouch)
iOS 10.0 and above
- **PC Requirement**
Minimum required OS - Windows XP SP2 Memory - Min 1 GB. Any modern web-connected device running a browser.

General Description of ES Optimizer for IT

ES Optimizer **DOES NOT** store any patient data or financial data and is used by Hospital Environmental Service Managers.

Inventory and Staffing

To run any cleaning operation, an Inventory and a Plan are needed: What are we going to clean? What are the tasks to clean it? How long does it take to clean it? How often are we going to clean it? Once the inventory is built from the physical space; Staffing Analysis and What-If Scenarios can then be run. After inventory and staffing are created, the other components of the management system are then implemented.

Other Management Issues ES Optimizer Solves:

- Building balanced daily work assignments
- Flexing the daily work assignments for each day's census
- Initiating, scheduling, completing, and tracking of project work such as floor finishing and carpet shampooing
- Issuing (either randomly with room type weights or selectively), conducting, and correcting faults for QA inspections via Smart Facility Software's Cloud Server and Apple input devices
- Days-On/Days-Off scheduling via automated templates
- Tracking and conducting of employee training

Other Benefits Include:

- Management action/communication lists
- The ability to tag rooms to departments or cost centers and run Medicare cost reporting
- Create and modify room types with different production rates and tasks for daily and project work
- Enter notes for employees or departments (e.g. consultations/commendations)
- Modify/create users with varying levels of program access
- Modify/create floor types
- Modify/create employee positions
- Modify or create new QA scoring
- Create/modify different types of days off (e.g. bereavement, jury duty, etc.)
- Create new databases for new facilities

Reporting and Dashboards

There over 180 reports with the ability to filter based on approximately 20 different variables (depending on the report). The reports are location specific in that users do not have to pick from a large list (e.g. the reports brought up when a user is in QA are totally different than the reports in Daily Assignments).

There are over 40 Dashboards that can be run anytime in ES Optimizer. These are basically instant reports to let administration know where the department is in terms Quality Inspections, Facility Space, Project Work, and Days-On/Days-Off Scheduling.

History of ES Optimizer

The current web-based version has progressed from DOS, all windows iterations from the 90's to current versions, and SQL platforms. The company has been providing software and consulting services to Hospital Environmental Service departments since 1986. All desktop software has been sun downed as of 1/1/16. All our products are currently SaaS, (Software as a Service) also known as web-based software.

Security FAQ for ES Optimizer

What is the name of the application?

Smart Facility Software has rebranded Environmental Service Tools (previous desktop version) into a new Web Hosted Version – ES Optimizer.

What business function does the software provide?

ES Optimizer is a cleaning management application used in Hospital Environmental Service departments. It includes information related to cleaning data, employee work assignments, quality control and other management aspects that relate specifically to Environmental Services operations.

What is the legal name of our software company?

Healthcare Facilities Consulting, Inc. d.b.a. Smart Facility Software
Nevada S-Corporation – Taxpayer Identification Number – 62-1623648

What is the contact information for the company?

Smart Facility Software
800.260.8665
90 Thompson Lane
sales@smartfacilitysoftware.com
Nashville, TN 37211

How is the software paid for and what is included in the agreement?

The software is paid for using the Software as a Service model. This service includes use of the application, hosting, maintenance and upgrades. Pricing is based on the number of named users accessing the application. The SaaS agreement is readily available for review.

Is the data in the software used for patient care or does it contain any patient related information (HIPPA data)?

No

Is there any financial information of a highly secure nature included in the application?

No

How is the application hosted? Is it used on the Internet as part of an ASP model? What type of database is used? What type of data encryption is used?

The application is hosted on our dedicated servers in a highly secured environment. Yes, the application is web based and has been developed using ASP.Net (C#). Data is stored on MS SQL Server 2017. The user's password is encrypted and stored in the database. All Smart Facility Software applications employ encryption at rest and encryption in transit for additional data security.

Who owns the application and the data?

Smart Facility Software owns the application and licenses it to the end users. The facility data entered into the system is owned by the end user and can be exported should the end user decide to terminate the SaaS agreement.

Are mobile applications used in the software? If so, how do the devices communicate with the web servers?

Yes, "ES Optimizer Mobile" is the mobile application that connects to the web application via Wi-Fi. ES Optimizer Mobile is a 'resident app' and does not need a continuous real time internet connection to function. Users are not continuously accessing a web page. App Users can synch the applications with their iTouch/iPhone/iPad devices. The communication is done using Smart Facility Software custom web services and communications are encrypted.

Using an iOS-Device, currently ES Optimizer Mobile users can:

- Schedule, add and perform random or specified quality of cleaning inspections for ES Optimizer
- Schedule project work (floor finishing, carpet shampooing, etc.)
- Conduct surveys for Survey Optimizer
- Take pictures of faults while conducting an inspection/survey in ES Optimizer or Survey Optimizer

- Have employees sign completed inspections/surveys on the iOS-Device
- Score cleaning steps or survey questions with variable scoring formats
- Choose comments for failed cleaning steps/survey questions or enter comments
- Set options as to how the cleaning steps or survey questions are displayed and accessed
- See the status of current completed or incomplete inspections/surveys currently on the I-Device

What are the supported browsers?

IE 8 and above, All the latest versions of Firefox, Chrome, Safari

Are there any specific installation requirements in regard to a client's operating system environment?

No, but the browsers need to be updated to a reasonably current version.

Is Java or any other browser components required to run this application?

Yes, we use server-side Java scripts for some of the components in our app.

How is security established for the user? Does the user need to login to the ES Optimizer application after signing on to their workstation?

Only users with valid access credentials (login name and password) can login and access the application. Permissions are defined at the user group level, and the users are provided the access to the modules based on the permission groups or "Roles" that they belong to. Password policies have been implemented.

How often are users prompted to change their password? What are the password requirements in terms of length and allowed characters?

Since the admin sets up the password for the user, the user is prompted to change his password on the first-time login. The user must change his password least every 60 days. If he/she hasn't, then on login, he/she will be prompted to change their password. Only after the password is updated, will they be allowed to login.

A strict password protocol of at least eight characters including at least 1 capital letter and 1 numeric value. A user cannot set a new password that is the same as any of the last four passwords he or she has used. Enhanced password protocols with special characters are available upon request.

How many times can a user attempt to login with an incorrect password before they are locked out of the system?

We have limited the repeated access attempts by locking out the user ID after six attempts.

What are the data security practices?

The data center implements Information Security practices to help protect physical access to customer data and systems and to limit access to authorized personnel. This approach reflects an enterprise commitment to the ISO-IEC 27001 certified, Safe Harbor, SSAE18 Compliant security framework. A Security Awareness Policy and Program communicate security expectations to the Data Center workforce during the initial Security training at new employee orientation and are reinforced annually. Quarterly Security Awareness bulletins focus on current security issues and concerns. All visitors are required to sign in via a visitor log. Building Operations, Security, or Data Center Management review and approve visitor access and issue visitor badges, as needed, for identification purposes before access is granted to any non-employee or unauthorized Data Center personnel.

Smart Facility Software servers are protected by a Hardened Firewall and Web Application Firewall which is used to restrict network access to servers to communication protocols authorized by SFS. The firewall has enhanced firewall rules, which are in place to restrict access to customer data and to limit the possibility of disruptions to customer operations from unauthorized users.

All Smart Facility Software Servers are SANS (Storage Area Network) and fully monitored.

Is the Data Center properly equipped in regard to facilities compliance?

The Data Center features redundant HVAC (Heating Ventilation Air Conditioning) units, which provide consistent temperature within the raised floor area. HVAC systems are inspected regularly, and air filters are changed periodically.

Data centers are equipped with sensors, including smoke detectors, and floor water detectors, to detect environmental hazards. The data centers are also equipped with raised flooring to protect hardware and communications equipment from water damage. Data centers are equipped with fire detection and suppression systems and fire extinguishers. Fire detection systems, sprinkler systems, and chemical fire extinguishers are inspected at least annually.

Data centers are equipped with uninterruptible power supplies (UPS) to mitigate the risk of short-term utility power failures and fluctuations. The UPS power subsystem is N+1 redundant with instantaneous failover in the event of a primary UPS failure. The UPS systems are inspected daily and inspected / serviced at least annually by a third-party contractor. Data centers are equipped with diesel generators to mitigate the risk of long-term utility power failures and fluctuations. Generators are regularly tested, at least every 120 days, and maintained and serviced as needed, at least annually, by a third-party contractor to provide assurance of appropriate operability in the event of an emergency.

What about physical access to the Data Center?

Employees are required to display their identity badges at all times when onsite at the Data Center. Two-factor authentication is required to gain access to the data center facilities. Biometric authentication and proximity cards control electromechanical locks. Only authorized personnel have access to data center facilities. Closed circuit video surveillance has been installed at all entrance points on the interior and exterior of the buildings housing data centers and is monitored by security. These personnel are on duty 24 hours a day, 7 days a week at all data center facilities.

How are the backups managed?

The Data Center Service Provider backs up data daily incremental and weekly full using backup utility software. The servers are logically segmented, through the use of a dedicated VLAN on the network for communication to the backup servers. Backups are run after 12 Midnight and do not interrupt service.

The back-up utility software performs backups according to the predetermined schedule and tracks all tapes within the automated tape library using bar codes. Automatic testing of the tape media is performed by the backup software at various times to verify that tape media are suitable for use. All backup failures are logged by the backup utility software. The software utility used by Smart Facility Software offers reports with the most recent backup success/failure status, including the volume of backed up information.

An automated tape library is utilized to track backup tapes. All tapes are bar coded and scanned by the library using the backup utility software. The most current full backup of each customer's data is stored on site in the tape library.

Security Rating for our site (ES Optimizer) – www.esct.com

To run your own analysis, go to <https://www.ssllabs.com/ssltest/> and type in the website name of the sign in page

 **Qualys. SSL Labs**

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You are here: [Home](#) > [Projects](#) > [SSL Server Test](#) > [www.esct.com](#)

SSL Report: [www.esct.com](#) (166.78.37.43)

Assessed on: Thu, 19 Apr 2018 15:13:29 UTC | [Hide](#) | [Clear cache](#) [Scan Another »](#)

Summary

Overall Rating

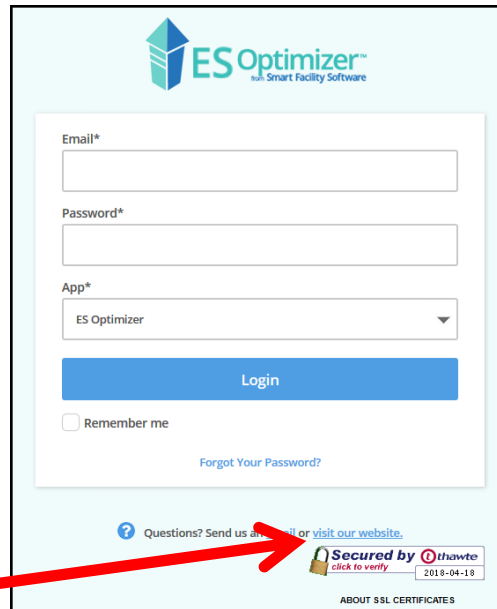


Certificate	
Protocol Support	
Key Exchange	
Cipher Strength	

Visit our [documentation page](#) for more information, configuration guides, and books. Known issues are documented [here](#).

More Security Information

To see more security information regarding ES Optimizer – go to www.esct.com



ES Optimizer™
Smart Facility Software

Email*

Password*

App*
ES Optimizer

Login

☐ Remember me

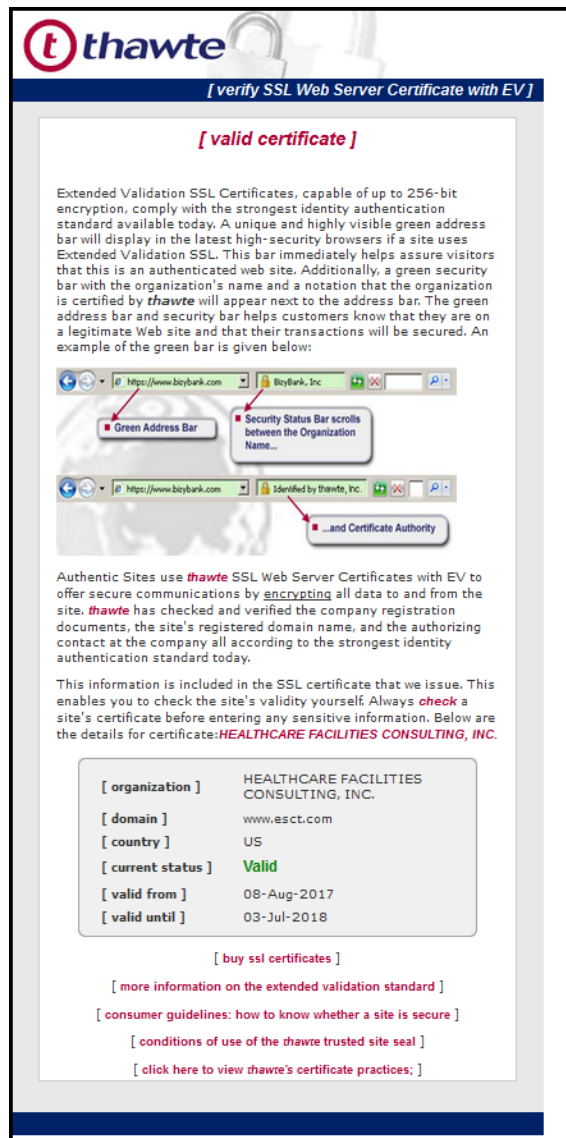
[Forgot Your Password?](#)

Questions? Send us an email or visit our website.

 Secured by  [click to verify](#) 2018-04-18

ABOUT SSL CERTIFICATES

Click the icon in order to see Smart Facility Software (d.b.a. Healthcare Facilities Consulting) Extended Validation SSL Certificate.



thawte
[verify SSL Web Server Certificate with EV]

[valid certificate]

Extended Validation SSL Certificates, capable of up to 256-bit encryption, comply with the strongest identity authentication standard available today. A unique and highly visible green address bar will display in the latest high-security browsers if a site uses Extended Validation SSL. This bar immediately helps assure visitors that this is an authenticated web site. Additionally, a green security bar with the organization's name and a notation that the organization is certified by **thawte** will appear next to the address bar. The green address bar and security bar helps customers know that they are on a legitimate Web site and that their transactions will be secured. An example of the green bar is given below:



Authentic Sites use **thawte** SSL Web Server Certificates with EV to offer secure communications by **encrypting** all data to and from the site. **thawte** has checked and verified the company registration documents, the site's registered domain name, and the authorizing contact at the company all according to the strongest identity authentication standard today.

This information is included in the SSL certificate that we issue. This enables you to check the site's validity yourself. Always **check** a site's certificate before entering any sensitive information. Below are the details for certificate: **HEALTHCARE FACILITIES CONSULTING, INC.**

[organization]	HEALTHCARE FACILITIES CONSULTING, INC.
[domain]	www.esct.com
[country]	US
[current status]	Valid
[valid from]	08-Aug-2017
[valid until]	03-Jul-2018

[buy ssl certificates]

[more information on the extended validation standard]

[consumer guidelines: how to know whether a site is secure]

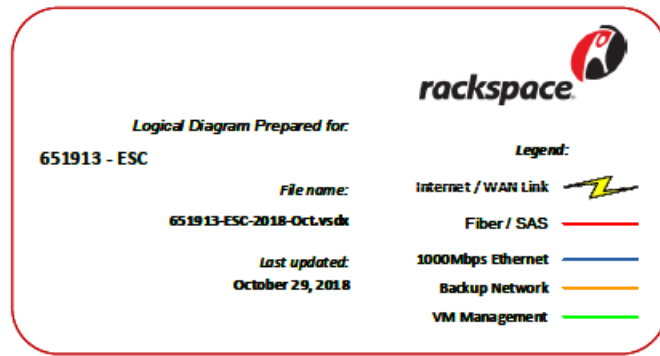
[conditions of use of the thawte trusted site seal]

[click here to view thawte's certificate practices;]

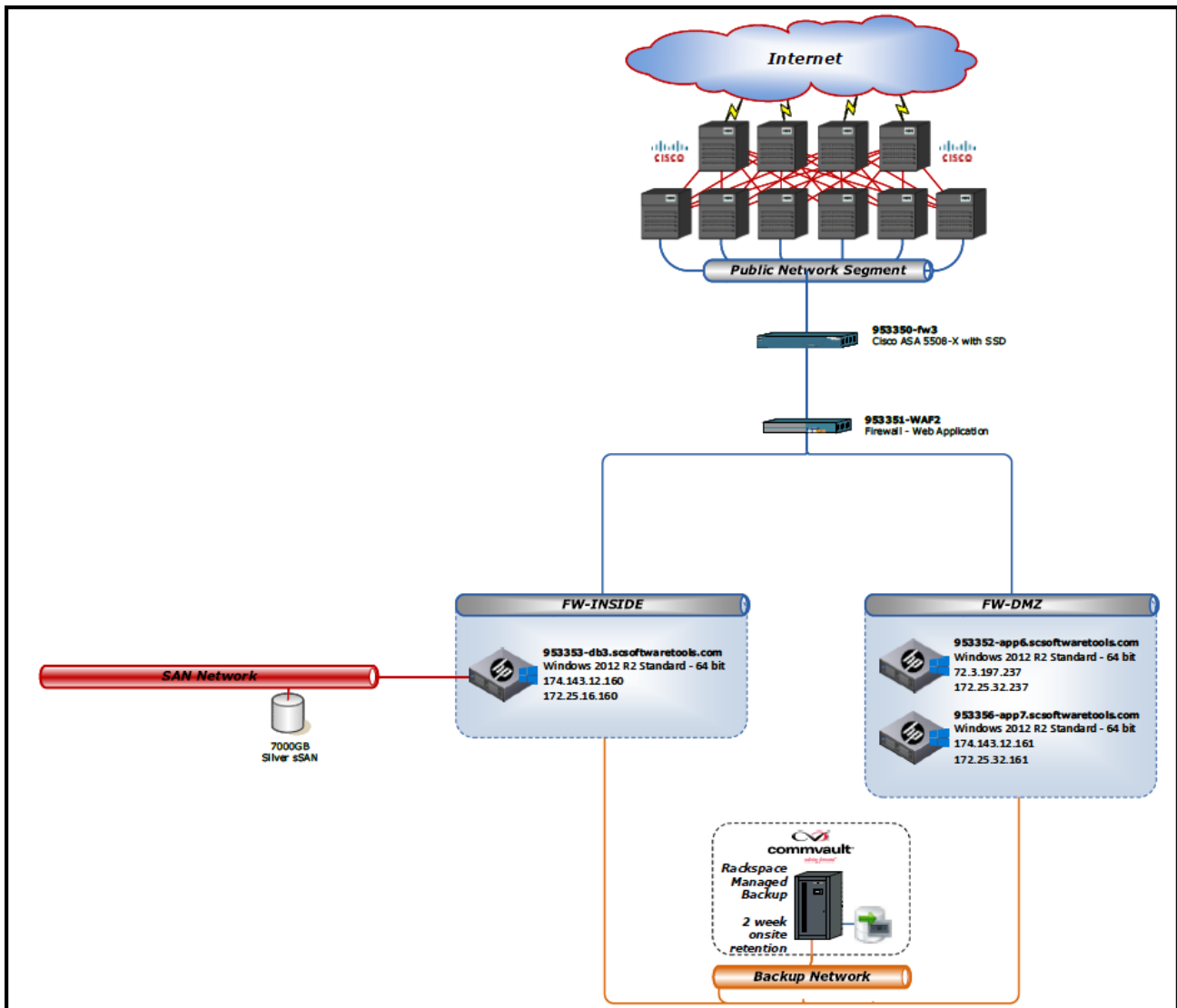
Smart Facility Web Server Environment

Smart Facility Software contracts with Rackspace for our dedicated web app architecture which includes our 3 dedicated servers and firewall. All servers are equipped with Sophos Virus Protection and is updated regularly. ALL of our systems are backed up daily using a Managed Backup process. Incremental Daily and Weekly full retaining two weeks. All of our servers are equipped with RAID 10 RAID arrays to protect your data.

Network Diagram for ES Optimizer, Cloud Servers and Survey Optimizer



Our servers are in a highly secured data center which is SSAE 16 / ISO 27001 Compliant. Below please find an outline of the facilities security and infrastructure.



Facility

- Data Center floor space is approximately 78,000 square feet of raised floor
- Site is manned 24x7x365 with Rackspace Operations personnel
- OEM service/maintenance contracts on all facility infrastructure systems
- ISO IEC 27001 certified, Safe Harbor, ISO 0016 Compliant

Security

- Card reader access required to enter facility
- Biometric scanner access required to enter data center floor
- Proximity readers track all movement between areas
- Security cameras recorded by digital video recorder
- Bullet proofing behind all windowed areas

Power

- Facility rated at 135 watts per square foot
- Nine 3,000 KW transformers (N+1 configuration)
- Dual Utility Feeders from Separate Electrical Substations with ATO protection

UPS

- Nine 2,000 KVA Powerware UPS Systems (N+1 configuration)
- 328 UPS power distribution panels
- UPS fed panels are fully redundant
- UPS provides instantaneous conditioned power for facilities until generator synchronization; transfer of power is automatic
- 30 minutes battery life at peak load

Generator

- Two sets of four 1,500 KW Cummins diesel generators (N+1 configuration)
- Two sets of four 2,000 KW Cummins diesel generators (N+1 configuration)
- Generators activate and fully synchronize within 30 seconds
- Each generator has its own supply system with 2,500-gallon tank
- Three fuel suppliers under contract to deliver fuel as needed
- 48Uhour on site fuel capacity under full load

HVAC

- 1,504,250 CFM delivered to raised floor area
- 7,500 Tons of cooling capacity (N+ 2 configurations)
- 38 air handling units equipped with HEPA filtration
- 49 computer room air handling units equipped with HEPA filtration
- Five 1,500UTon York YK centrifugal chillers w/VSD
- Six Marley cooling towers
- Five chilled water loop pumps, and condenser water loop pumps
- Redundant water sources for cooling towers

Fire Protection

- Early Smoke Detection (VESDA)
- Dry pipe pre action fire suppression system

iOS Apps

Please note these apps are not necessary to utilize ES Optimizer. However, ES Optimizer Mobile is required to perform paper free Cleaning Step Inspections (ES Optimizer) and paper-free Surveys (Survey Optimizer). Our apps synchronize with our Cloud Based Servers thus eliminating the need for continuous real-time internet connection while users are in the field populating an ES Optimizer or Survey Optimizer database.

Smart Facility Software iOS Apps are:

For Management to Synchronize with: ES Optimizer, Survey Optimizer, and ES Service Optimizer	For Service Techs to Synchronize with: ES Service Optimizer
iOS App: ES Optimizer Mobile 6.2 Revision Date 1/21/2021	iOS App: ES Service Optimizer Tech Mobile 2.2 Revision Date 12/31/2020



iOS Notification and Messaging

Smart Facility Software iOS Applications use Google's Firebase Technology for notifications and messaging on the iOS Devices.

The ports to open for FCM are: 5228, 5229, and 5230. The firewall needs to accept outgoing connections to all IP addresses contained in the IP blocks listed in Google's ASN of 15169 - <https://ipinfo.io/AS15169>.

www.smartfacilitysoftware.com

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