

## Intapp Cloud Infrastructure

# Protect data, processes, and people with enterprise-grade security

Your firm operates in a highly competitive environment, dealing with growing client expectations and increased competitive pressures. Intapp Cloud Infrastructure is designed from the ground up to meet the needs of firms like yours, and to address your clients' requirements for the highest level of data security and control.

## Intapp Cloud Infrastructure offers defense in layers

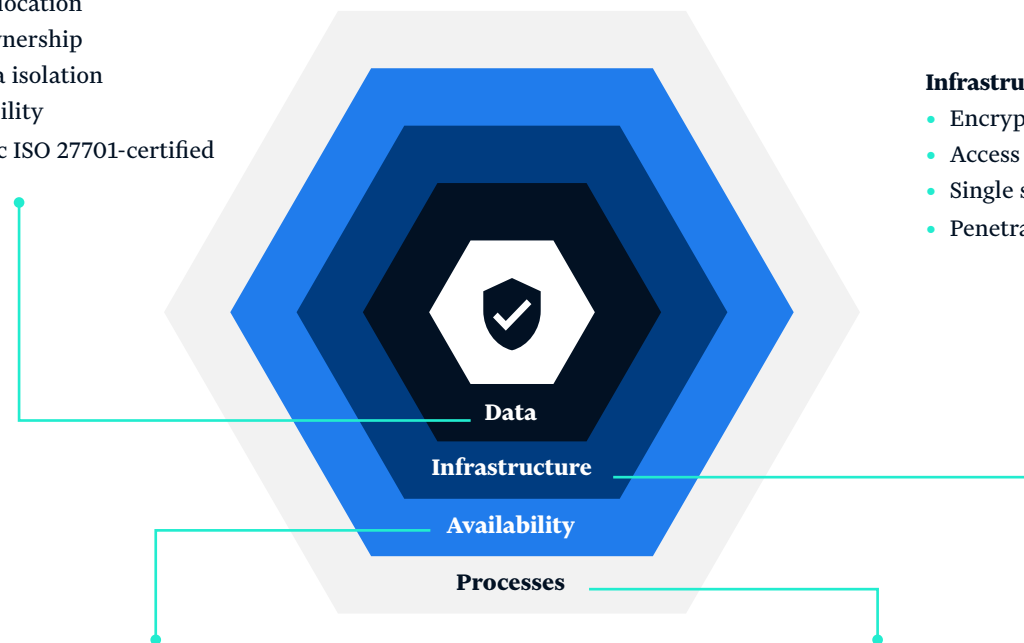
Supporting all of your firm's Intapp products and solutions, Intapp Cloud Infrastructure meets the unique security, data, and operational needs of professionals.

### Data

- Choice of data location
- Control and ownership
- Per-tenant data isolation
- Real-time visibility
- Privacy-specific ISO 27701-certified

### Infrastructure

- Encryption
- Access controls
- Single sign-on
- Penetration testing



### Availability

- High-availability architecture
- No single point of failure
- Disaster recovery
- Hosted on Microsoft Azure
- Premium, financially based SLA available

### Processes

- ISO 27001-certified
- Cloud-specific ISO 27017/27018-certified
- SOC 1 and 2 reports available
- End-user security training
- Risk mitigation policies and best practices
- CSA STAR certified

## Data protection and control

Client confidentiality and regulatory compliance are core to a firm's business. How a vendor manages its data provides the foundation for a firm's success. Intapp gives firms control over, and real-time visibility into, their data.

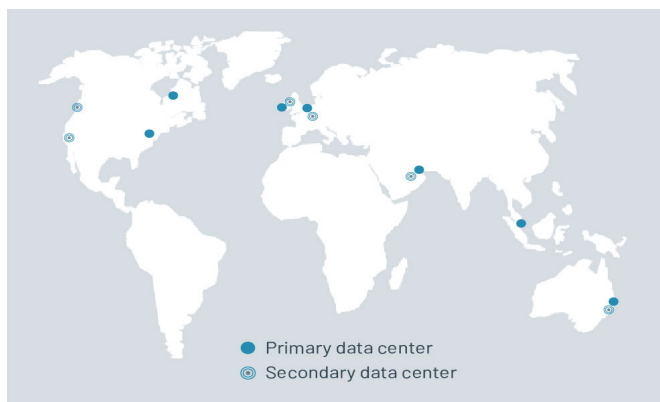
### Data sovereignty

By leveraging the large footprint of Microsoft Azure data centers, Intapp addresses firms' data-sovereignty concerns by offering a choice of geographical regions where their data resides. This flexibility allows firms to locate their applications within the region that matches their business requirements. For instance, European firms that are reluctant to host applications in North America can choose to leverage clusters in the E.U. to avoid regulatory uncertainty.

### Data control

With Intapp, firms are able to retain ownership of their data, and are assured that neither Intapp nor our subprocessors will use data for purposes outside the scope of the contracted services. Intapp service agreements unambiguously detail how data is stored, controlled, and used.

Intapp does not access customer data, except with permission, and only for necessary support issues. Intapp also provides firms with activity logs of any logins. Although Intapp applications use a multitenant model, data is not commingled.



The Intapp global data center footprint

## Infrastructure safeguards

Intapp offers clients the ability to define, enforce, and manage user-access policies across its products and solutions. You'll benefit from greater peace of mind knowing that Intapp implements proactive tests and controls to prevent the introduction of unauthorized or malicious software.

### Encryption

Intapp Cloud Infrastructure provides scalable and efficient encryption features for all your data. All communication between Intapp Cloud Infrastructure and users' devices will be encrypted. Data at rest is stored with disk encryption, providing an additional layer of protection.

### Access control

Intapp offers access controls with role-based permissions and extensive user authentication methods. User management allows firms to set password controls that fit their business needs. Connectivity to single sign-on (SSO) providers is available throughout Intapp Cloud Infrastructure. Since end-users only need to remember one password with SSO, it encourages the use of a stronger password and helps keep credentials secure. SSO also provides a simple, reliable way to remove access when an employee leaves the firm. Intapp SSO supports SAML2.0 providers, including Okta and Microsoft Entra ID.

---

◆

“Investing in the cloud is particularly key for the firm to make the best use of our resources, maximize availability, and enhance lawyer efficiency.”

**LANCE EDWARDS, ARNALL GOLDEN GREGORY**

Chief Information Officer

## Regular penetration testing

To provide the best protection available, Intapp uses a CREST-approved vendor to perform penetration tests at least annually, coupled with monthly network vulnerability scans performed by an external vendor. The penetration tests enable the following benefits:

- Identifying potential threats or vulnerabilities that could impair system security, availability, confidentiality, and system requirements
- Analyzing the significance of risks associated with the identified threats
- Determining mitigation strategies for those risks

For any newly identified vulnerabilities detected through these tests, Intapp designs, implements, and operationalizes appropriate countermeasures.

## Based on Microsoft Azure

Intapp uses Microsoft Azure's strict network access protocols for Intapp Cloud Infrastructure. Microsoft complements Intapp penetration tests with their own stringent tests, rigorously testing their systems against known and conceivable threats. Microsoft also invests heavily in physical security. Their data centers possess multiple security layers, including multifactor authentication, identification checks, continual escorting, preclearance for site visits, video surveillance, and intrusion-detection systems.

## High-availability architecture

To meet the unique service availability needs of our clients, Intapp has created a highly available architecture for Intapp Cloud Infrastructure. Various solutions and processes address a variety of reasons for system downtime, and help the system recover quickly should any downtime occur.

Intapp employs a team of availability experts and implements processes that focus solely on optimizing uptime. As part of this approach, Intapp offers robust system redundancy. By leveraging our hosting providers' extensive data centers and services, Intapp provides the ability to instantly failover if a data center outage occurs. In the rare instance of a regional outage, Intapp implements a recovery plan to respond swiftly to the disruption.\*

## Disaster recovery

If an unexpected event causes damage to an application or data, Intapp Cloud Infrastructure responds with its disaster recovery capabilities. Intapp executes regular, automatic data-storage backups. As a global firm with support staff and data-availability zones located around the world, Intapp can assure that no single location becomes a point of failure.



### Unparalleled security

We leverage our hosting providers' massive security investment to supplement our security-focused Intapp Cloud Infrastructure



### Frictionless updates

Your firm automatically gets access to the latest fixes, features, and security enhancements without disruptive, complex upgrades



### Rapid time to value

Intapp Cloud Infrastructure lets your technology team offload infrastructure management tasks, reducing effort and streamlining resource needs



### Improved collaboration

Intapp supports anywhere, anytime access, helping you meet your clients' expectations for transparency, collaboration, and experience

\* Not available for customers who select Australia or Canada geographic regions.

## Industry-leading processes

### International standards compliance

To keep up with strict and ever-evolving cybersecurity, data privacy, and data protection regulations, clients increasingly require firms to implement strict process controls and demonstrable enforcement. Intapp is committed to information security at every level of our software and across your entire client lifecycle. To ensure security in accordance with industry-leading practices, the entire Intapp industry cloud complies with these internationally recognized standards:

- **ISO 27001** – Information security management best practices and comprehensive security controls
- **ISO 27017** – Security controls for cloud services that focus on clarifying customer and vendor roles in security
- **ISO 27018** – Code of practice for protection of personally identifiable information (PII), critical for compliance with GDPR
- **ISO 27701** – An extension of ISO 27001 for privacy information management
- **SOC 1** – Service organization controls regarding financial reporting
- **SOC 2** – Service organization controls for security, confidentiality, and availability
- **CSA STAR certification** – The industry’s most powerful program for security assurance in the cloud

### Continual preparedness

Intapp is equipped to maintain business operations in the event of a regional disaster, thanks to our distributed global support staff and data-availability zones. Our well-established processes enable us to swiftly address new vulnerabilities or incidents that may arise.

## Your path to the cloud

Intapp Cloud Infrastructure allows you to control your cloud journey. You can migrate all information to the cloud at once, or manage your firm’s work primarily in the cloud while maintaining specific data sets on premises.

### Handling integrations

During cloud deployment, many firms wrestle with securely integrating and sharing information with legacy systems. Intapp products are designed to enable firms to integrate applications whether they reside in the cloud or on premises. This design philosophy manifests in REST APIs and associated integration tools, as well as our industry-leading Intapp Integration Service.

“We selected Intapp because of its track record for delivering best-in-class solutions that keep pace with shifting industry requirements. Moreover, because Intapp solutions are delivered in the cloud, we can take advantage of all the latest features and updates without the time and cost of manual upgrades.”

**ROBERT FUNK, FREEBORN & PETERS**  
Financial Systems Manager



**Accelerate innovation**

Take advantage of cloud automation, AI, analytics, and other leading technology to speed adoption of new features and capabilities



**Reduce cost of ownership**

Redirect scarce IT resources from data center and server maintenance to innovative initiatives supporting your firm's business strategy



**Enhance productivity**

Access Intapp applications and data across multiple platforms, browsers, and devices, including laptops, tablets, and smartphones



**Simplify scalability**

Scale quickly as demand for computing power grows without impacting performance or overhauling your IT setup

Learn how Intapp supports your firm's unique security and compliance requirements at [intapp.com/trust](https://intapp.com/trust)