

# Calabrio ONE Security & Compliance

Cloud | On-Premises | Hybrid

The Calabrio ONE platform protects contact center data for organizations across a range of security scenarios: from a public cloud delivery model for companies with employees located around the world, to an on-premises delivery model for organizations adhering to the most stringent information privacy policies.

## Data Security

Calabrio is committed to delivering the highest level of security to our customers. Support for customer regulatory compliance and data privacy is a top priority in how we develop and deliver our products.

That's why no matter how customers deploy Calabrio ONE:

- Calabrio ensures data encryption while data is transmitted to the storage location, and data remains encrypted while at rest (stored). Both RSA2048 (with asymmetric keys) and AES128 encryption standards are used in this process. All data is encrypted with keys unique to each customer so they are the only ones that see their data.
- Visibility to data and recordings can be restricted to users with maximum security clearance, or access can be provided to other specific roles as defined by the organization. Calabrio uses local authentication (through user authentication and passwords) and provides single sign-on options (via SAML) that use an external identity provider (IdP) to authenticate user names and passwords.
- Calabrio ONE boasts an intrusion prevention system (IPS) that monitors the network for malicious activities such as security threats or policy violations. IPS identifies suspicious activity, logs the information, attempts to block the activity, and then reports it.
- Data stays in the location the customer intended and is compliant with data export laws. It is not replicated to any other location without the knowledge of the customer.
- Calabrio properly and permanently destroys data once an account is deactivated and purged.

## Delivery Strategies That Support Various Risk Levels

Calabrio's flexibility in delivery models empowers organizations to decide where to store their data, based on their unique requirements for security, compliance, privacy and performance. Cloud, on-premises and hybrid options offer flexibility, with no compromise of security or functionality.



**Amazon Web Services (AWS) is a secure, durable technology platform with industry-recognized certifications and audits including:**

- PCI DSS Level 1
- ISO 27001
- FISMA Moderate
- FedRAMP
- HIPAA
- SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2 audit reports



### CLOUD

With a public cloud deployment of Calabrio ONE, all recordings and contact center data are stored in Amazon Web Services (AWS) data centers. AWS is the market leading hosting service that ensures the highest level of availability, security and scalability. Highly secure AWS data centers have safeguards in place to ensure data privacy.

Calabrio's advanced multi-tenanted architecture means that only customers have access to their data—no one else, not even Calabrio. Additional configuration within the product allows customers to further restrict access to data by role.



### ON-PREMISES

With an on-premises delivery of Calabrio ONE, all recordings and contact center data are stored in the customer's own private data center. Calabrio ONE equips the customer's IT team with the control to maintain their own system and data security. Keeping data on-premises, secure in the customer's own private data center, supports customers' unique regulatory requirements and company policies.

For a global organization with centralized IT resources, Calabrio ONE's advanced multi-tenanted architecture allows a new instance to be created for each contact center location or department while keeping each group's data separate and secure.



### HYBRID

Calabrio provides organizations with the freedom of choice of hybrid (or "mixed cloud") delivery models while storing data in Amazon Web Services (AWS) data centers.

A hybrid delivery of Calabrio ONE provides ultimate flexibility by capturing data on-premises, in a private cloud or in a public cloud while storing data in Amazon Web Services (AWS) data centers. Hybrid cloud options include:

- Capture data on-premises across multiple locations and store in a public cloud
- Capture data in a centralized private cloud and store in a public cloud
- Capture ACD data in a public cloud and store in a public cloud

## Conclusion

The Calabrio ONE® suite—including call recording, quality management, workforce management and customer engagement analytics—was built from the ground up on a single platform that can be delivered in the cloud, on-premises or in a hybrid environment with no variance in functionality.

Calabrio is a Leader in Gartner's Magic Quadrant for Customer Engagement Center Workforce Optimization and the Workforce Optimization Suites Wave Report by Forrester Research, Inc.