



Priority Cloud Platform

December 2021

priority[™]

TABLE OF CONTENTS

1.	Introduction	4
2.	Cloud ERP Advantages	5
3.	Where is my data stored?	6
4.	High Availability	6
4.1.	Availability zone redundancy	6
4.2.	Disaster recovery	6
4.3.	Multi-level redundancy within the data center	6
4.4.	Internet connections	6
4.5.	24/7 Infrastructure Support	6
5.	Operational Security: How do you keep my data safe?	7
5.1.	Cloud provider infrastructure protection	7
5.1.	SOC 1, Type II	8
5.2.	ISO 27001	8
5.3.	Advanced Firewall (UTM)	8
5.4.	Anti-Virus	8
5.5.	Encryption	8
5.6.	Access Control & Multi level authentication	9
5.7.	IP Address Restrictions	9
6.	Scalability	9
6.1.	Multi-Tenancy	9
7.	Application Security	9
7.1.	Encryption	9
7.2.	Application-Only Access	9
7.3.	Role-Level Access	10
7.4.	Separation of Duties	10
7.5.	Robust Password Policies	10

7.6. Idle Disconnect.....10

8. Privacy 11

9. Maintenance and Backup Services11

9.1. Database maintenance11

9.2. Backups 11

10. System Upgrades11

11. Planned Downtime11



Introduction

As one of the first ERP software vendors to fully support SaaS, today, Priority boasts close to 4,000 customers successfully running Priority's cloud ERP systems. Priority's cloud ERP system functionality offers primary modules such as finance, manufacturing, logistics, human resources, time and attendance, business intelligence, project management and a built-in Customer Relationship Management (CRM).

Powered by the power of the public cloud, Priority cloud ERP is a full multi-tenant, SaaS-based solution that currently handles more than 4 million daily transactions made in Priority. Ideal for growing companies, Priority's flexible and scalable cloud ERP enables gradual, steady growth, serving from a few to several thousand users.

Priority cloud ERP offers ongoing and automatic software updates, to keep pace with dynamic, fast-changing technologies and markets.

Priority cloud ERP solution is recognized by top industry experts and analysts, such as Gartner and IDC. Priority Cloud ERP has been named as one of the top Cloud ERP globally in various reports, including: 2021 Gartner's ***Magic Quadrant for Cloud ERP for Product Centric Enterprises*** as well as in Gartner's ***Market Guide for Cloud ERP for Service Centric Companies***. In 2020 Priority ERP was nominated a Major Player in IDC's ***Cloud ERP Marketscape reports for large enterprises (above 1,000 employees)*** as well as for Mid-Market manufactures and small companies.



Cloud ERP Advantages

Priority customers who utilize Priority cloud ERP solutions realize numerous benefits, including:

- **Increased performance.** With cloud ERP, users benefit from real-time access to their data across multiple platforms, from desktop to mobile devices, saving valuable time and resources, enhancing efficiency and productivity throughout their organization. Priority cloud ERP is collaborative, linking various departments/users within an organization, achieving improved workflow and information sharing, all of which increases overall operational performance.
- **Enhanced security.** You want to keep your data safe inside and outside of your organization. Cloud ERP ensures that your company data is. To safeguard data, cloud ERP offers strict user-level access provided and secured by the system itself.
- **Accessibility.** With Priority cloud ERP, customers can access information from anywhere and at any time, with an Internet connection. This enables an organization's workforce to work outside the office, at customer sites and on-the-go, with fast, easy and real-time data access.
- **Software upgrades.** With regular periodical upgrades as part of the service agreement, cloud-based ERP ensures customers are always using the most up-to-date version of the software.
- **Cost-savings.** While on-premise ERP can require extensive setup, maintenance and monitoring, support hardware, a skilled staff to install and maintain, plus ERP-related licenses, Priority cloud ERP reduces operating costs, such as those associated with building, maintaining and securing a data center. With Priority cloud ERP, pricing is based on a monthly fee, reducing implementation costs and overall expenses.
- **Business continuity.** System availability and business continuity are at the heart of our cloud ERP solution. To enhance business continuity, Priority cloud ERP is constantly monitored, updated and secure, saving customers lengthy and costly IT failures and data recovery times.



Where is my data stored?

Priority SaaS runs on public cloud infrastructure, enabling us to deliver exceptionally high levels of performance and scalability while complying with the most stringent regulatory and security requirements. Priority works with public cloud providers with data centers located in the U.S. and in Israel.

High Availability

Priority guarantees 99.5% uptime (outside of the scheduled service windows). In order to ensure this level of availability, a strict multi-level redundancy mechanism is implemented:

4.1. Availability zone redundancy and Disaster recovery

To ensure full redundancy and business continuity even in rare cases of data center failures, data in the primary availability zone is replicated to a secondary availability zone. In the event that the primary availability zone fails, all operations immediately and automatically failover to the secondary zone.

We conduct periodic DR exercises to ensure that systems and processes are in place, as well as to assess and enhance competency of all relevant personnel key to the successful implementation of DR activities.

4.2. Multi-level redundancy within the data center

In order to avoid a single point of failure, Priority's cloud network architecture utilizes 1+1 redundancy.

4.3. Internet connections

Priority relies on public cloud providers capable of delivering practically unlimited bandwidth.

4.4. 24/7 Infrastructure Support

We understand the need to ensure availability at all times and to provide immediate support in any case of failure in cloud availability. This is why we continually monitor the environment and are committed to 24/7 infrastructure support.



Operational Security: How do you keep my data safe?

5.1. Cloud provider infrastructure protection

In accordance with our efforts to deliver the highest quality services to our clients, we have completed the SSAE 18/ Service Organization Control 1 (SOC) Type 2 audit. This is an annual certification attestation administered by an independent auditor who thoroughly evaluates our cloud architecture and application development services. Their report is available upon request.

Our infrastructure provider holds and maintains a broad set of security standards and compliance certifications, helping customers satisfy compliance requirements for virtually every regulatory agency around the globe. These certifications include: PCI-DSS, HIPAA/HITECH, FedRAMP, GDPR, FIPS 140-2, SOC-1/2/3 and NIST 800-171.



5.1. SOC 1, Type II



Priority is proudly certified for SOC 1 (type II) Priority Software performs an annual SOC 1 Type II audit. It verifies that the company's security controls are in accordance with the AICPA Trust Services Principles and Criteria.

5.2. ISO 27001

Priority is ISO 27001 certified. As such, Priority is committed to conducting annual penetration tests and surveys, as defined by this international standard. [View ISO 27001 certificate](#)

5.3. Advanced Firewall (UTM)

In addition to the protection mechanism provided by our cloud providers, Priority deploys a number of advanced measures to identify malicious traffic attempting to access both our servers and our networks.

Our dedicated security team monitors all flags raised by these systems.

These systems include the following protection methods:

5.3.1. Unified Threat Management (UTM)

Priority's cloud service deploys a UTM module, including Intrusion Detection System (IDS) as well as Intrusion Prevention System (IPS).

5.3.2. Web Application Firewall (WAF)

The WAF is an additional protection layer deployed by Priority, to monitor applicative web requests and prevent unauthorized or malicious requests.

5.4. Anti-Virus

Priority deploys enterprise-grade security software to guard against a range of threats including trojans, worms, viruses and other malware that affects corporate software and applications.

5.5. Encryption

All incoming and outgoing traffic to the Priority cloud is encrypted with industry-standard cryptographic protocols (TLS), using 256-bit encryption key length and the most advanced cyphers. Priority regularly updates cypher suites according to best practices.



5.6. Access Control & Multi level authentication

The infrastructure is protected by multi-factor authentication. Only Priority's authorized cloud team have access to the cloud infrastructure for maintenance purposes.

5.7. IP Address Restrictions

Priority allows its customers to enforce restrictions on accessing Priority accounts from specific computers and/or locations. This is extremely useful for organizations who are not only concerned with who can access Priority accounts, but also from where accounts can be accessed. This feature significantly reduces the risk of unauthorized third parties accessing user accounts.

Our infrastructure supports over 10,000 active users and over 100 million application requests per month.

We've designed our systems to accommodate routine surges and spikes in usage, and to scale upward smoothly to address increased transaction volume.

6.1. Multi-Tenancy

Our SaaS architecture is natively multi-tenant. Data for each individual company is stored in a dedicated database container, ensuring complete isolation of your data.

Application Security

7.1. Encryption

Transmission of users' unique IDs and passwords, as well as all data in the resultant connection, are encrypted with standard security SSL technology.

7.2. Application-Only Access

The system is divided into layers that separate data from the Priority application. Users of the application can only access application features and not the underlying database or other infrastructure components.



7.3. Role-Level Access

Role-based security is used to define users' access levels to system data. End-users are assigned roles with specific permissions to view, create or modify data related to their own job. Audit trails track revisions to all transactions according to user login details and provide a timestamp for each revision.

7.4. Separation of Duties

Priority employs the principle of least authority (POLA) to enhance the protection of data and functionality from faults and malicious behavior, even within our own teams of professionals. Therefore, users are assigned only those privileges that are essential to performing their duties.

7.5. Robust Password Policies

Priority offers robust password configuration options to define password policies, including: password length, expiration according to a desired timeframe, password history and format complexity (letters/numbers, special characters, upper/lower case). Accounts are locked after several unsuccessful login attempts when the number of unsuccessful attempts is in a defined timeslot. The lockout duration and requirements to unlock the account can be defined by the customer.

Delegation of authentication to 3rd-party services is available as well.

API authentication is token based.

7.6. Idle Disconnect

In order to enhance operational security, disconnecting user sessions after a period of idle time is available too.



Priority includes tools to assist customers with their GDPR and other privacy-related requirements. We provide guidance documents describing these tools.

Maintenance and Backup Services

Priority Software offers the following services as part of the SaaS agreement:

9.1. Database maintenance

Predictive maintenance is performed to improve performance and reduce the appearance of bottlenecks. This includes data consistency checkups, index maintenance and defragmentation/rebuild as required.

9.2. Backups

Hourly database backup procedures are conducted regularly. Data is stored for at least 6 weeks backwards.

System Upgrades

As a Priority cloud customer, you will be entitled to automatic upgrades by Priority every 6-12 months. As part of the upgrade process, we will provision an upgraded replica of your environment for you to test your customizations in the new upgraded version.

Planned Downtime

Planned downtime due to system upgrades and other maintenance activities is up to 30 hours per year. We expect this number to be reduced in the future.

