

Security

hh2 Cloud Services specializes in synchronizing data from the on-premises accounting system to the cloud, and from there to various mobile devices, browsers and platforms. We understand that much of this data is proprietary and confidential. Some of it is extremely sensitive. hh2 takes its responsibility to keep this data safe very seriously.

End-to-End Protection

hh2 pushes and pulls data from the on-premises accounting system using a synchronization client. That client communicates with our cloud services over TCP port 443 using https and SSL encryption. For customers that use the web interface of our software, we encrypt traffic also using https and SSL. Our native device apps for iOS and Android also use SSL to communicate with our servers in the cloud.

A Secure Environment

The primary benefit of subscribing to software provided in the cloud is that you don't need to worry about the technical details of how the service is provided. It is essentially a black box that someone else maintains so that you don't have to. The details of how our solution works is not only irrelevant, but exposing them would make us more susceptible to those trying to gain unauthorized access (hackers).

That said, our servers are hosted in a commercial data center that is fully locked down in a historically disaster

free zone in the United States. There is around-the-clock physical security and only authorized personnel on file with the data center are allowed access. It is SSAE16 certified to be taking all reasonable precautions to protect your data while ensuring continued access.

We use industrial-grade firewalls with intrusion detection and protection to automatically cut off harmful traffic. We keep our servers fully patched and use the appropriate anti-virus software. Data we consider particularly sensitive is stored in an encrypted state so even if someone were to gain root access to the data, they would not be able to use it in any way.

Passwords

With the precautions we take, the most likely method an intruder would attempt to gain unauthorized access is to guess the username and passwords of an authorized user. We have several security features to mitigate this risk.

Password Complexity

We have the option to enforce password complexity requirements so that users are required to enter in a minimum number of digits and complex characters for their password.

Auto User Setup

When setting up user accounts, administrators have the option to create the user account without a password by simply supplying an email address. The user is then emailed a link that allows them to set up their own password. This is more secure and alleviates the need for a temporary password that often never gets changed.

Access Log

We have a log that allows Administrators to view when their users are logging in and out of the system and records pertinent information like date, time, and IP address. This makes it easier to know if the password was compromised.

Account Locking

When an attacker tries to guess a user's password by picking common words, phrases, or information relevant to that specific user, that is called a brute force attack. We combat this by automatically locking that user's account after multiple attempts. This allows for a user to mistype their password a few times without locking their account, but when a hacker is using software to iterate through thousands of potential passwords, they get shut down in a hurry.

After their account is shut down careful attention can be paid to ensuring the user's password is complex enough to handle this kind of attack in the future.

Accounting Integration

To enable integration with your accounting system, we set up a dedicated accounting system user to help prevent sync disruption. The user should be setup with the proper security credentials to provide hh2 access to the data and settings necessary for a robust, automated, full featured integration.

Technical Requirements

To guarantee a successful integration, your accounting system running on a 64-bit Windows 2008 Server or newer with 16GB of RAM and at least 40GB of free space. We highly recommend that you run the latest version of your accounting system. We cannot guarantee uninterrupted integration without it. You can find the latest technical requirements at <http://www.hh2.com/techspecs>.

Looking Forward

hh2 is always looking for ways to improve the security of its products. In fact, we have a development roadmap dedicated to this. We will announce additional security features when they are completed and if they are relevant for public consumption. There is a thin line that must be navigated to give enough information to inspire confidence, but not so much that it gives nefarious individuals a leg up on how to plan their attack. hh2 will continue to take all reasonable precautions and efforts to make sure we stay several steps ahead.