



FACTSHEET

IT Security at TIS

Common FAQs & Answers

Learn more at tispayments.com >>

INTRODUCTION

As TIS is handling confidential customer information, payments files, information on bank accounts, bank relationships, and other sensitive data on behalf of its clients, security is and has been a top priority since our foundation in 2010. We follow industry best-practices in data hosting and protection to protect data of our customers. This can be evidenced from our extensive external security certifications.

RELEVANT INDUSTRY CERTIFICATIONS



SWIFT
Certification



SWIFT Certified
Specialist



ISO 27001
Certification



SAP
Certification



SOC 1 & SOC 2
Type II Reports



TISAX
Assessment

TO GRANT INSIGHTS ON THE COMPREHENSIVE SECURITY PRECAUTIONS AT TIS,
WE'VE COLLECTED SOME FREQUENT FAQs:

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WHICH MEASURES ARE IN PLACE TO ENSURE THAT SECURITY AND COMPLIANCE AT TIS FOLLOW INDUSTRY BEST-PRACTICES?

A: TIS operates and maintains an extensive **Information Security Management System** according to **ISO 27001** and achieved our first certification in 2011. The certificate has been maintained annually ever since. TIS also has an internal control system to address the **Trust Services Principles and Criteria for Security, Availability, Processing Integrity, and Confidentiality** according to **SOC II***. In addition, TIS is also certified in the **TISAX** scheme with protection level “very high”*. An annual review of the policies and procedures is performed and is part of our certification scope.

*SOC and TISAX exclude Cash Forecasting and Working Capital Insights products.

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TIS IS A CLOUD-BASED SOLUTION.

DOES TIS ENSURE MY COMPANY'S DATA IN THE TIS PLATFORM IS KEPT ISOLATED FROM OTHER CUSTOMER DATA?

A:

TIS operates a modern multi-tenant cloud service where customers benefit from economics of scale.

The segregation of customer environments is a key design principle and this is also verified in our penetration testing. Each customer's data is logically segregated within the platform which is ensured in the application design. Each tenant has a special encrypted store to save highly sensitive data objects, such as banking parameters, banking keys, and certificates safely.

This is built in line with compliance to German BSI encryption recommendations..

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HOW AND WHERE IS THE DATA STORED AND IS IT ENCRYPTED?

A:

TIS manages dedicated AWS environments for different regions (EU, US) and purposes (development, testing, and production). AWS accounts are used to isolate different TIS stages and, of course, TIS data is also isolated from data of other AWS customers. All TIS AWS instances run in a Virtual Private Cloud (VPC). Access is granted on account level following the principle of least privilege. The effectiveness of AWS' and TIS' security controls are audited by EY (AWS) and KPMG (TIS). **Operations within the TIS platform utilize full data encryption at every juncture, at rest as well as in transit.**

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HOW IS DATA ENCRYPTED AND HASHED WITHIN TIS?

CAN I MAKE SURE THAT THE HASHING OF PASSWORDS IS NOT USING OUTDATED ALGORITHMS?

A:

TIS keeps up to date with the latest algorithms to encrypt data as supported by the banks and connecting parties and hash password data to ensure highest security standards.

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HOW CAN I SET UP MY ORGANIZATION IN TIS TO MAKE SURE EVERYONE ONLY SEES WHAT THEY ARE SUPPOSED TO SEE?

I WOULD LIKE TO BETTER UNDERSTAND THE ACCESS SECURITY AND USER RIGHTS / ROLES WITHIN THE PLATFORM.

A:

Our customers' employees (i.e. users) can access the TIS platform via Single Sign on (SSO). This is possible in two ways: Either via (Multi) Identity Provider Initiated SSO or Service Provider Initiated SSO. A flexible and clear user management in TIS ensures that **each user only has access to the data granted by the customer's administrators**. User group permissions are defined flexibly and granularly to ensure segregation of duties and achieve the desired level of empowerment for each user as per our customers' requirements. Comprehensive audit logging is embedded, also showing the root causes in the event of different error types (e.g. missing information in a payment file). For the execution of selected sensitive tasks, like the approval of payments, **an n-eye-principle can be selected**.

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DOES TIS COMPLETE ANNUAL SECURITY RISK ASSESSMENTS AGAINST THE IT ESTATE TO MANAGE BUSINESS RISKS RELATED TO SECURITY, AVAILABILITY, PROCESSING INTEGRITY, AND CONFIDENTIALITY?

DOES THIS ALSO APPLY TO THE DATA OF TIS' CUSTOMERS AND PARTNERS STORED IN THE TIS PLATFORM OR TRANSMITTED VIA TIS?

A:

Yes, all of the above. This also includes the monitoring of existing security controls as part of the ISO27001 Certification.

TIS has a formal process in place to document and manage cyber security risks.

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HOW IS DATA LOGGED IN THE TIS PLATFORM?

A:

TIS implements logging in various levels to complete monitoring of the environment and enable forensics investigations. In addition, application events are available to identify problems and security events, thus allowing your company a complete view of the platform, across the different products*. **Our infrastructure counts on centralized logging and alerting, to ensure performance and reliability.**

*SOC and TISAX exclude Cash Forecasting and Working Capital Insights products.

TIS' EXEMPLARY SUPPORT & SERVICE MODEL

**Quick & Easy**
ROLL-OUT**300+**
EXPERT STAFF**Decades**
OF EXPERIENCE**Intuitive**
USER-INTERFACE**92% Tickets**
FIXED IN <1DAY**99.95%**
SYSTEM UPTIME**100%**
IN-HOUSE TEAMS**Excellent**
CUSTOMER SUPPORT**9.1****Client Satisfaction**Scoring out of 10 (best)
Feedback from customers on
Capterra and **TrustRadius****DO YOU WANT TO LEARN MORE ABOUT TIS?
CHECK OUT FAQs ON OTHER TOPICS!**visit tispayments.com >>**ABOUT TIS**

TIS helps CFOs, treasurers, and finance teams transform global cash flow, liquidity, and payments. Since 2010, our scalable cloud platform and exemplary service structure have empowered the entire office of the CFO to become more efficient, automated, and controlled. Today, TIS excels in streamlining and unifying connectivity between all a company's relevant back-office systems and their external banks, vendors, and business partners. Our award-winning solutions are trusted by hundreds of organizations and thousands of practitioners for superior performance in cash forecasting, working capital, outbound payments, bank connectivity, financial messaging, fraud prevention, transaction compliance, and more.

With over 11,000 banking options, \$80 billion+ in daily cash managed, and \$2.5 trillion in annual transaction volume, TIS has a proven track record driving digital transformation for companies of all sizes and industries. Ultimately, we enable customers to gain strategic advantage, monetize data, improve operational efficiency, and better manage risk.

For more information, visit tispayments.com and reimagine your approach to cash flow, liquidity, and payments.

Learn more at tispayments.com >>

TIS BY NUMBERS

**140+**
COUNTRIES**270+**
B2B CLIENTS**300+**
EXPERT STAFF**31k+**
USERS**1k+ Systems**
CONNECTED**130k+**
PMT PROFILES**11k+ Bank**
CONNECT OPTIONS**72k+ Bank**
ACCOUNTS**41 Million+**
UNIQUE PAYEES**\$2.5 Trillion**
ANNUAL VOLUME**99.95%**
SYSTEM UPTIME**100%**
NATIVE CLOUD

**Statistics are representative of operations as of Q1 2023, unless otherwise noted.*

Cash Flow, Liquidity & Payments.

Learn more at tispayments.com >>

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