Axiom Cloud Overview
Axiom Software
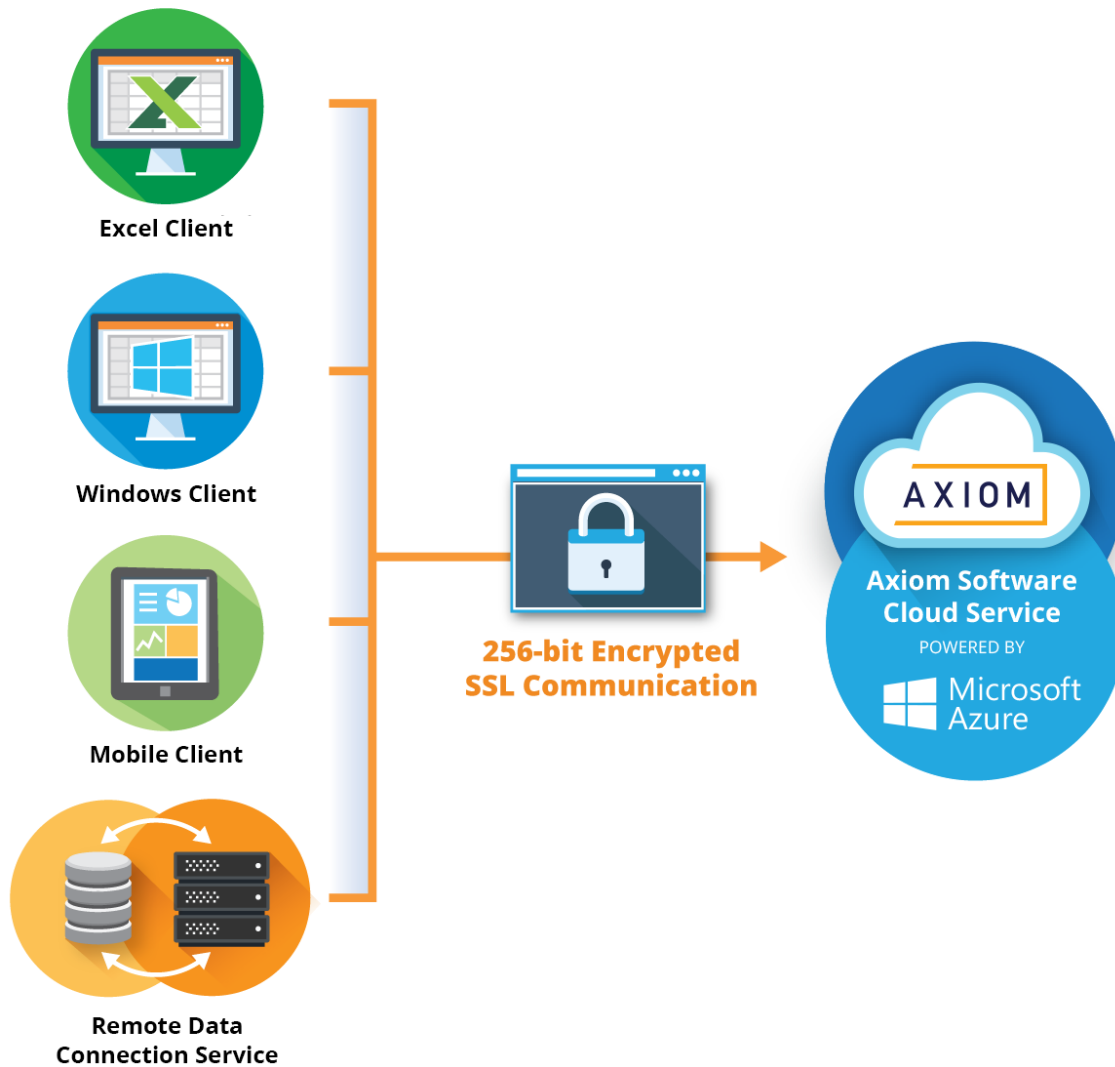Version 2020.2

KaufmanHall
AXIOM

Introduction

Axiom Software is a performance management solution that arms finance teams and executives with the best tools for budgeting, forecasting, planning, reporting, and more.

The Axiom Cloud allows customers to implement the Axiom Software system with minimal additional IT overhead. Kaufman Hall provides and maintains all necessary server infrastructure, and performs all technical maintenance activities. Customers connect to their own, personalized Axiom Software system via a secured Internet connection, hosted on Microsoft Azure.

This document provides an overview of the Axiom Cloud technical requirements, security features, and installation process, and compares using the Axiom Cloud versus installing the software in your data center.

Technical architecture

The following diagram shows the technical architecture of the Axiom Cloud from your perspective:

Excel Client

Windows Client

Mobile Client

Remote Data Connection Service

256-bit Encrypted SSL Communication

Axiom Software Cloud Service

POWERED BY

Microsoft Azure

You can connect to your Axiom Software system via Internet connection, using any PC that meets the technical requirements. The Axiom Cloud infrastructure is managed by Kaufman Hall.

Minimum technical requirements

This section details the recommended technical requirements for use of the Axiom Cloud.

▶ Client technical requirements

For information on technical requirements for use of the Axiom Software Client with the Axiom Cloud, see the separate document *Axiom Software Client Technical Requirements*.

▶ Network bandwidth requirements

All Internet connections to the Axiom Cloud must be at least 3 Mbps for data download and upload. Kaufman Hall will work with you to validate the Internet connection performance of your desired usage environment.

▶ Firewall requirements

Your organization's corporate firewall must allow communication via port 443 using the TLS 1.2 protocol between the client workstation and the Axiom Cloud. In addition, the following domains must be whitelisted: **https://*.axiom.cloud**, **https://*.powerbi.com**, and **https://*.analysis.windows.net**.

The Axiom Cloud Integration Service uses outbound ports 443 and 5671, as well as port range 9350-9354, to securely push data to the Axiom Cloud.

For clients on the legacy **axiomepmcloud.com** and **khaempcloud.com** domains, we will be deprecating those domains starting with version 2020.1 of Axiom Software. Please work with your Information Technology department to ensure that **https://*.axiom.cloud** is whitelisted prior to upgrading to version 2020.1 or later.

▶ Email delivery requirements

The Axiom Cloud is configured to email alerts and other information via standard email messages to your end users. Your organization's corporate email system must allow Axiom Cloud emails to be delivered to your SMTP endpoint without being blocked. Please whitelist the SMTP email server ***.sendgrid.net** or the email address ***@axiom.cloud** according to your email server best practices.

Axiom Cloud security details

The Axiom Cloud utilizes the robust and proven infrastructure services of Microsoft Azure. The Axiom Cloud employs a robust security and risk protocols framework that enables our customers to meet a number of their industry-specific regulatory requirements, and meets the following certification requirements:

- ISO/IEC 27001:2005
- SOC 1 and SOC 2 SSAE 16/ISAE 3402
- HIPAA Compliance
- Gramm-Leach-Bliley Act
- Cloud Security Alliance Cloud Controls Matrix
- Federal Risk and Authorization Management Program (FedRAMP)
- United Kingdom G-Cloud Impact Level 2

Further details may be found at the Microsoft Azure Trust Center.

▶ Client installation

Using Internet Explorer, first-time users access the Axiom Cloudvia a secured web browser to a dedicated URL. Here the software prerequisites can be installed and the Axiom Windows Client, Excel Client, or Web Client can be launched.

Axiom Software takes advantage of the Microsoft ClickOnce technology that is included within the Microsoft .NET Framework. This technology allows the Windows Client or Excel Client software to be installed and launched with minimal interaction from the user. The ClickOnce technology provides the following benefits:

- **Hyperlinks directly into the system.**
  The Axiom Software Client includes a unique ability to hyperlink to URLs within the different areas of the platform. Users can email hyperlinks to other users that will launch the client and open the destination file. Users can email workflow alerts and other notifications that include hyperlinks into the system to address the alert. When users navigate data within an Axiom Software dashboard, they can drill to source data in the client.

- **The Axiom Software Client is automatically updated.**
  When a user launches the Axiom Software Client, it runs outside of a browser window. During the login process, users are prompted to accept any applicable service updates.

- **Minimal impact to user computers and other installed applications.**
  Traditional applications are installed using Windows Installer deployment and often rely on shared components, which can create potential versioning conflicts. By utilizing the ClickOnce deployment technology, the Axiom Software Client is completely self-contained and does not interfere with other applications.

- **No changes to end-user permissions.**
  Applications deployed using Windows Installer often require "local administrator" permissions, which can present problems when users do not have such access. Non-administrative users can install and launch the Axiom Software Client without elevated permissions. Administrative rights are required to install the software prerequisites.

▶ System security and user authentication

An Axiom Software system administrator, designated internally by your organization, is responsible for creating and maintaining user accounts and permissions. User setup is performed within the Axiom Software Client. Authentication for end users is provided by direct integration with your organization's existing SAML, Active Directory, or OpenID.

▶ Backups

Kaufman Hall maintains thirty (30) days of data repository snapshots for your Axiom Software system, which includes all files and data. Backups can be restored as needed per your organization's request. The retention period can be adjusted based on your organization's requirements. All data beyond the retention period is automatically destroyed using industry-standard practices.

▶ High availability, disaster recovery, and business continuity plan

Kaufman Hall maintains and regularly tests a robust business continuity plan. The service is load-balanced and geo-replicated; all data is mirrored at multiple sites in the case of a disaster.

▶ Data Encryption

The Axiom Cloud compresses and encrypts all data in transit with a 256-bit SSL certificate using TLS 1.2. Data at rest in the Axiom Cloud infrastructure is encrypted at rest in real-time using a symmetric encryption key.

▶ Scalability

The Axiom Cloud can support any number of users. Kaufman Hall will provide the necessary services to support user access per your licensed number of users.

▶ Service levels

By taking advantage of load-balanced application pools and infrastructure scaling, Axiom Software on Microsoft Azure delivers a service level of at least 99.5% monthly — ideal for your enterprise system. Kaufman Hall provides enterprise-level back-office support to ensure that servers are up-to-date and meet performance requirements.

▶ Platform upgrades

All Axiom Software platform upgrades are available to Axiom Cloud clients. Upgrades will be applied to your system at your request.

▶ 3rd party vulnerability testing

Kaufman Hall engages a 3rd party to review source code for a wide variety of vulnerabilities and software design techniques. The software and techniques are analyzed, tested, and monitored by the 3rd party. This vulnerability analysis is performed on a periodic basis, at least annually. Results of the review are evaluated and implemented within the source code based on priority.

▶ HIPAA Compliance framework

The Axiom Cloud leverages Microsoft's Azure HIPAA Compliance framework. Microsoft Azure core services are audited by independent external auditors under industry standards, including ISO 27001. The scope of the ISO 27001 audit includes controls that address HIPAA security practices.