

# Naviga Cloud Hosting

## ROI Considerations

Our Network/ Security Operating Center (NOC/SOC) in Bloomington is in live operation. The NOC/SOC provides around the clock coverage of all NAVIGA hosted systems worldwide along with proactive security, event monitoring and remediation. Imperva, which is a security tool employed, provides real time DDoS, BOT control, and Web Application Firewalls. This provides an enhanced capability to protect our customers from web based attacks.



Shortly after going live one of our customers received a ransom attack demanding payments in bitcoins to stop an active attack. This customer was not live on Imperva yet so we quickly installed it and blocked the active attack without the customer paying the ransom.

## Director of Cyber Security

NAVIGA employs a dedicated full time Director of Cyber Security who is responsible for all Security surrounding our hosted operations. The Director of Cyber Security keeps NAVIGA Hosted environments protected and current with industry security standards and is responsible for deployment of industry leading applications for: Anti-Virus, Vulnerability Management, Patch Management, Application Whitelisting, DDoS Protection, Web Application Filtering, Penetration Testing, Backup Management, Asset Configuration Management. All of the software and services mentioned above is built in to Hosting costs and includes 24/7 proactive based monitoring. This reduction in technology overhead is key to potential customers.



## Director of Auditing and Change Control

NAVIGA employs a full time Director of Auditing and Change Control. They work directly with external auditors to ensure SOC 1 and SOC 2 compliance for all hosted solutions handling payments or financials. SOC 1 is performed yearly by KPMG, an external and reputable auditing firm. The Director is also responsible for all internal Change management, to ensure



any modifications to a hosted environment is vetted and approved by Hosting management and captured in Salesforce. This includes monitoring access for all Newscycle employees, ensuring only needed resources have access to hosted environments. The services and solutions listed above are included in Hosting costs.

## Monitoring Engineer

NAVIGA employs a full time monitoring engineer responsible for configuration, deployment and knowledge transfer of all internal system monitoring. In addition to core infrastructure monitoring, the monitoring engineer works with each support staff to identify application performance monitoring that can assist in advance warning of problems impacting critical business applications. These monitors are both internal and external and include automated self-healing functions to facilitate quick resolution. The application(s) used to monitor these functions notify the proper Hosting and Support staff and has a built in escalation process. These alerts are watched 24-7. Currently NAVIGA Engineers have over 18 redundant servers monitoring NAVIGA Hosted solutions.

## Single Vendor Benefits

There are many benefits that stem from our partnership with Amazon Web Services (AWS). As a Vista Equity company, we are able to leverage the Vista Portfolio to receive the best price and highest level of enterprise support. As we consolidate our complex hosting environments into one single solution we can take advantage of: The AWS Global Reach and multiple regions and availability zones, increased performance and scalability on demand and Disaster Recovery. NAVIGA employs several AWS certified engineers and continue to work with Amazon to look at latest features and functions that can help us drive costs down and performance up.

## About NAVIGA

NAVIGA develops and delivers software technology that empowers the global news media industry. Our solutions enable publishers to thrive in a rapidly transforming market. We help our clients in their mission to create stronger, better informed communities, while protecting the integrity of news, advertising and customer information. Over 3,200 media and publishing companies, both big and small, are growing their business with Naviga. The company is headquartered in Bloomington, MN with offices globally.

For more information:

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