Tekla Online licensing - Security Whitepaper

Disclaimer

This document summarizes relevant topics for customer data with Tekla Online licensing.
The content is subject to change without notice. By signing Customer Order and Software License Agreement (COSLA) the customer agrees that Tekla services and related products are subject to Tekla Software Terms and Conditions. The content of this document does not revoke this agreement in any part.

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Scope

This document provides additional information to what is presented in the Tekla Trust Center.

The scope of the information is the Tekla Online licensing solution as defined in the next chapter.

Tekla Online licensing overview

Tekla Online licensing solution is used for delivering Tekla online licenses to customer companies (customer organizations) and users. It allows customers' administrators to manage their online licenses and their organization users. Solution authorizes the use of the products and services based on the Tekla licenses or roles the user has. Additionally users create and can modify their Tekla Online user profiles.

Basic concepts of the Tekla Online licensing solution are:

Tekla Online profile
Users create their Tekla profile when they sign in to Tekla Online services. In the profile, users define for example their display name, country information, and preferred language. Users can also upload their profile picture if they like.

Online license
Tekla online licenses are generated to the solution as part of business processes such as license purchases, or users initializing the license themselves like the student subscription.

Tekla Online Organization
Organizations represent customer companies in the solution, and are created when companies purchase online licenses. Specified customer contacts are created as administrators of the organizations. Administrators have the rights to invite users to their organization and for example share online licenses with the users.

Tekla Online Admin Tool service
This service is available to all customers who have purchased the online licenses. With this service, the company administrators manage their users, licenses, and users' access to the licenses.

Online services used by the Tekla Online licensing

Tekla Online licensing consists of three services:

Trimble Identity service (TID, TIDv4) is an identity service provider for Trimble products, including Tekla products and services. It provides single sign-in and authentication to the services. Trimble Identity is ISO 27001 certified.

Tekla Account service (ATC) contains Tekla Online profile which the user creates when first signing in to Tekla Online services. In addition to the user profile information, Tekla Account service contains the user's company (e.g. organization), online licenses and access rights, and authorization to the use of the Tekla Online services and online licensed products.

Tekla Online Admin Tool is a service for organization administrators to manage and control users and licenses of their organization.

Tekla Account Service (TAS) connects online licensing to the desktop products in the most recent versions of the products. It mitigates dependencies between the ATC and the desktop products, and creates an additional layer of availability to the users.
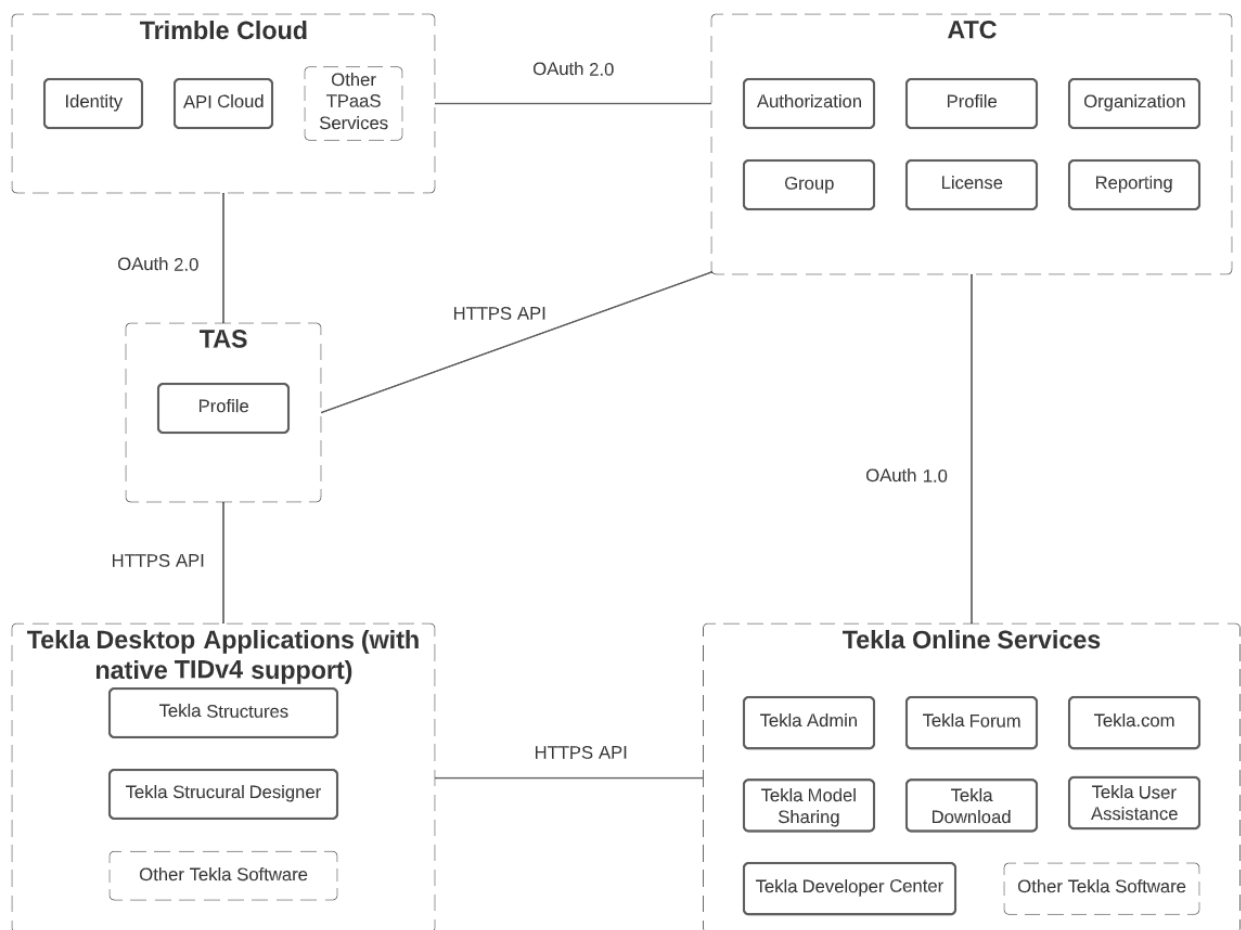

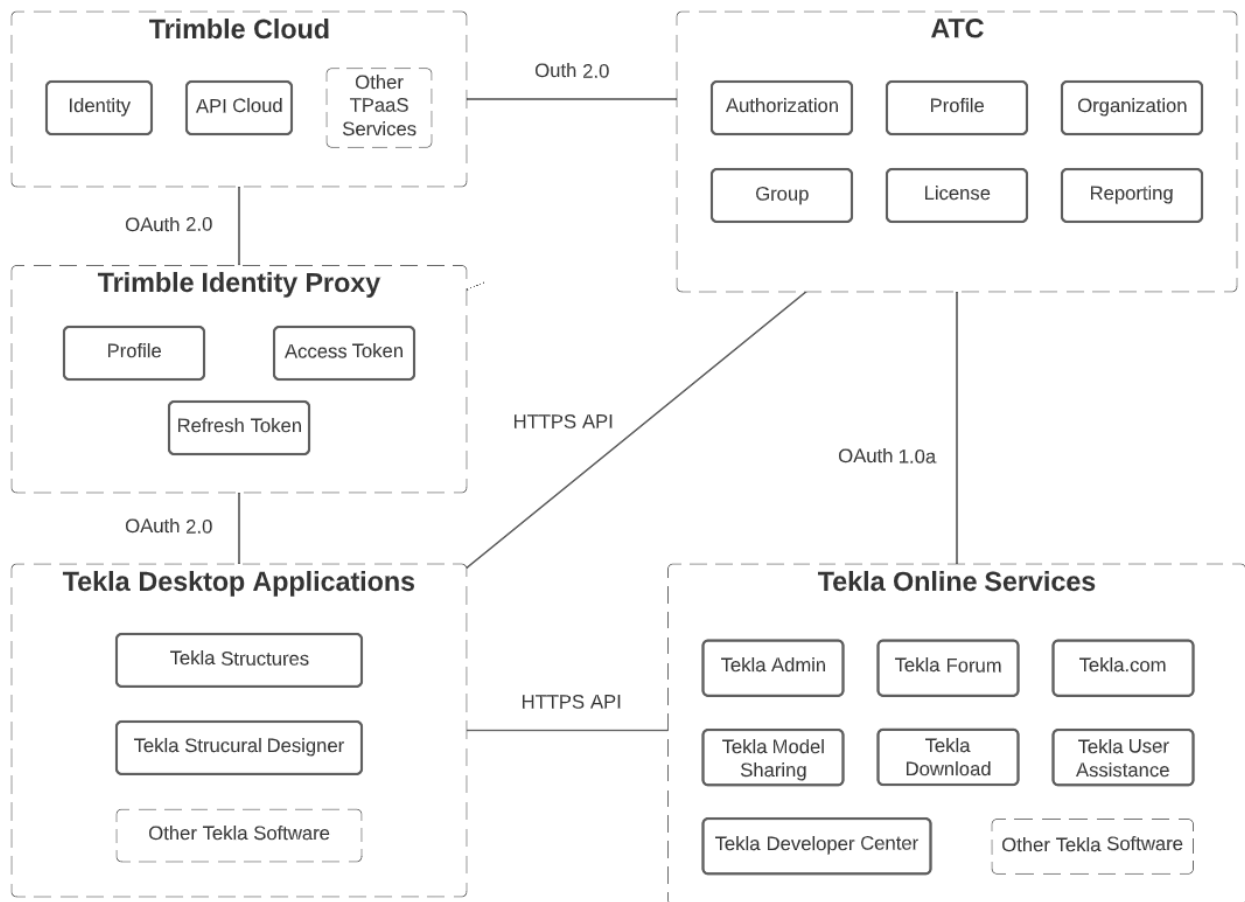Image 1. Tekla Online architecture for the latest Tekla product versions

Image 2. Tekla Online architecture for Tekla Structures 2016-2020 without latest Service Pack. To learn more about versions older than 2016, please contact us.

Tekla Online licensing security

Tekla Online licensing solution is covered by the security measures and processes described in the Tekla Trust Center. Service specific details are described in this chapter.

Cloud security

Trimble Identity service is operating on Microsoft Azure platform. Other Tekla Online licensing solution services are operating on Amazon AWS platform. We ensure infrastructure security and high availability of our cloud solution by implementing e.g. following measures to the infrastructure: Hardened Linux hosts with automatic patching, isolated VPC, role-based access control and security groups, and 24x7 SOC Team monitoring alerts. Tekla Online licensing solutions are architected for resilience and high availability and have AWS Shield and AWS WAF Protection.

General information on AWS security can be found in [AWS Whitepapers & Guides](#)

Service security

Measures to ensure service security include for instance using industry standards in the implementation such as authentication protocols (OAuth2&1 and SAML 2.0), and using Json Web Tokens in securing the content of the traffic. Additionally, all network communication uses TLS 1.2, sensitive information is encrypted in the database, and account and email verification workflows are enforced.

Continuity and disaster recovery

Tekla Account service and Tekla Online Admin Tool service disaster recovery is based on having all applications and databases deployed in at least 2 isolated data centers (availability zones) using the AWS Cloud tools.

Personal data in Tekla Online licensing

Personal data

Tekla Online licensing contains some personal data of users.

Trimble Identity & Profiles

Name*
Email*
Country
Timezone
Language
Picture

TID

ID

Email*

TAS

ID

Tekla Online profile

For all:
Name*
Email*
Profile type* (Professional or Educational)
Phone number*
Country*
Preferred language
Company or educational institute*
For Professionals: Specialization
For Educational: Educational role*
Area of study or discipline*

ATC

P
atc

Reporting

Audit trail data
Timestamped service usage data (who, what, when), license usage and login IP/mac address
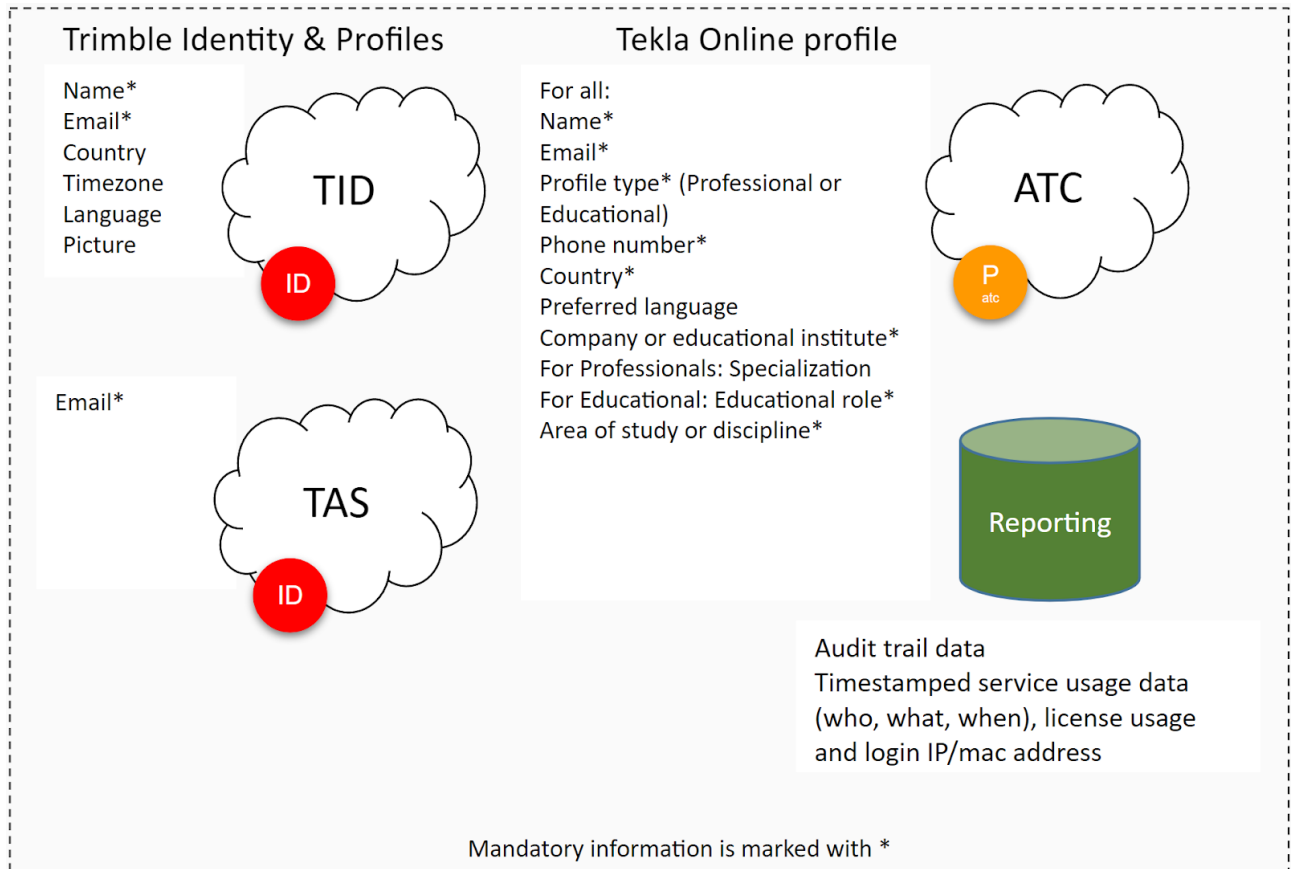
Mandatory information is marked with *

Image 3. Personal data in Tekla Online licensing solution

When user creates her/his Trimble Identity, the service asks for the following personal data:
Email address
First name, *Last name*.

User creates and maintains her/his personal data in the Tekla Online profile in ATC. The changes are reflected to Trimble Identity for the relevant part.

The phone number is updated to the Trimble Identity profile if provided by the user in the Tekla Online profile.

The personal data in the Tekla Online profile contains the following fields:
Email address
First name, *Last name*
Phone number
Profile type (Professional or Educational)

For Professionals: Specialization
For Educationals: Educational role, Area of study or discipline
Country
Company or Educational institute
Optional information: *Language*

Access to personal data

The information users have stored to their Tekla Online profile can be viewed by company administrators for their own employees and their external users, and by customer support organizations members at Trimble Solutions and related reseller.

User's display name is visible to other users in some Tekla Online services such as Tekla Discussion Forum in case the user participates in discussions.

We process and protect all personal data according to the descriptions in the Privacy Notice.

Tekla Online licensing data center geographical location

We use the Amazon Web Services (AWS) global cloud infrastructure, which is available within 26 geographic regions around the world.

The AWS infrastructure is designed to deliver a flexible, reliable, scalable, and secure cloud computing environment with a high quality global network performance.

Data center locations of the services are:

Service	Location	Service provider and region
Tekla Account Service ATC	Ireland	AWS Europe (Ireland)
Tekla Online Admin Tool	Ireland	AWS Europe (Ireland)
Trimble Identity service	US	Azure US
Tekla Account Service	Germany	AWS Europe (Germany)

Contact Information

If you have any questions or need more information, please don't hesitate to contact your local Tekla support.