

Tekla online licensing - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Tekla online licensing. The content is subject to change without notice. Trimble services and products are subject to [Trimble terms](#). The content of this document does not revoke the terms 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 accounts) and users. It allows customers' administrators to manage their online licenses and their account 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.

The basic concepts of the Tekla online licensing solution are:

Online Profile

Users create their 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 Account

Accounts represent customer companies in the solution and are created when companies purchase Tekla online licenses. Specified customer contacts are created as administrators of the accounts. Administrators have the right to invite users to their account and for example, share online licenses with the user in the Tekla Online Admin Tool.

Online services used by the Tekla online licensing

Tekla online licensing consists of the following services:

Trimble Identity service (TID) 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 27001:2013 certified.

Tekla online licensing system (ATC) contains Online Profile for Tekla products and services, which the user creates when first signing in to Tekla online services. In addition to the user profile information, the Tekla online licensing system contains the user's company, online licenses and

access rights, and authorization to use online services for Tekla products and online licensed products.

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

Tekla Account Service connects online licensing to the desktop products in the most recent versions of the products. It mitigates dependencies between the Tekla online licensing system and the desktop products and creates an additional layer of availability for the users.

Tekla online licensing security

Tekla online licensing solution is covered by the security measures and processes described in the [Tekla Trust Center](#), including the [ISO/IEC 27001:2022 certification](#). Service-specific details are described in this chapter.

Cloud security

Trimble Identity service and Tekla online licensing solution services are operating on the 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 to secure 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 Online Admin Tool service disaster recovery is based on having all applications and databases deployed in at least two 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.

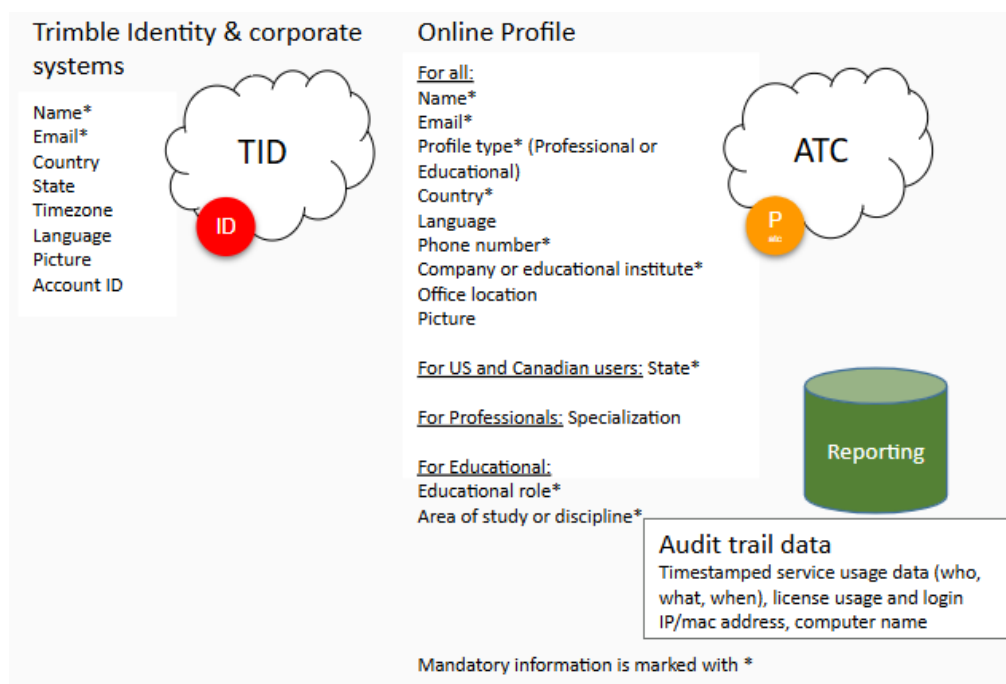


Image 1. Personal data in Tekla online licensing solution.

When a user creates her/his Trimble Identity, the service asks for the following mandatory personal data:

First name, Last name

Email address.

The user creates and maintains her/his personal data in the Online Profile in Tekla online licensing system. The changes are reflected in Trimble Identity for the relevant part.

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

The personal data in the Online Profile contains the following fields:

First name, Last name

Email address

Profile type (Professional or Educational)

For Professionals: Specialization

For Educational: Educational role, Area of study, or discipline

Country

Language

Phone number

Company or Educational institute

Office location

State (US and Canadian users)

Access to personal data

The information users have stored on their Online Profile can be viewed by company administrators for their own employees and their external users, and by customer support organization members at Trimble and related resellers.

The 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 around the world.

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



The data center locations of the services are:

Service	Location	Service provider and region
Tekla online licensing and profile (ATC)	Ireland	AWS Europe (Ireland)
Tekla Online Admin Tool	Ireland	AWS Europe (Ireland)
Tekla Account Service	USA, Germany, Singapore	AWS
Trimble Identity service and Profiles	Selectable regions (US, EU, UK, or AU) for non-federated users	AWS

Contact Information

If you have any questions or need more information, please don't hesitate to contact trimble.com/support.