

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.

The 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 right to invite users to their organization 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 four 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.

Trimble Profiles service (Profiles) is a profile information service provider for Trimble Identity. Profiles is ISO 27001:2013 certified.

Tekla Online licensing system (ATC) contains Tekla Online profile which the user creates when first signing in to Tekla Online services. In addition to the user profile information, the ATC 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 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 (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 for the users.

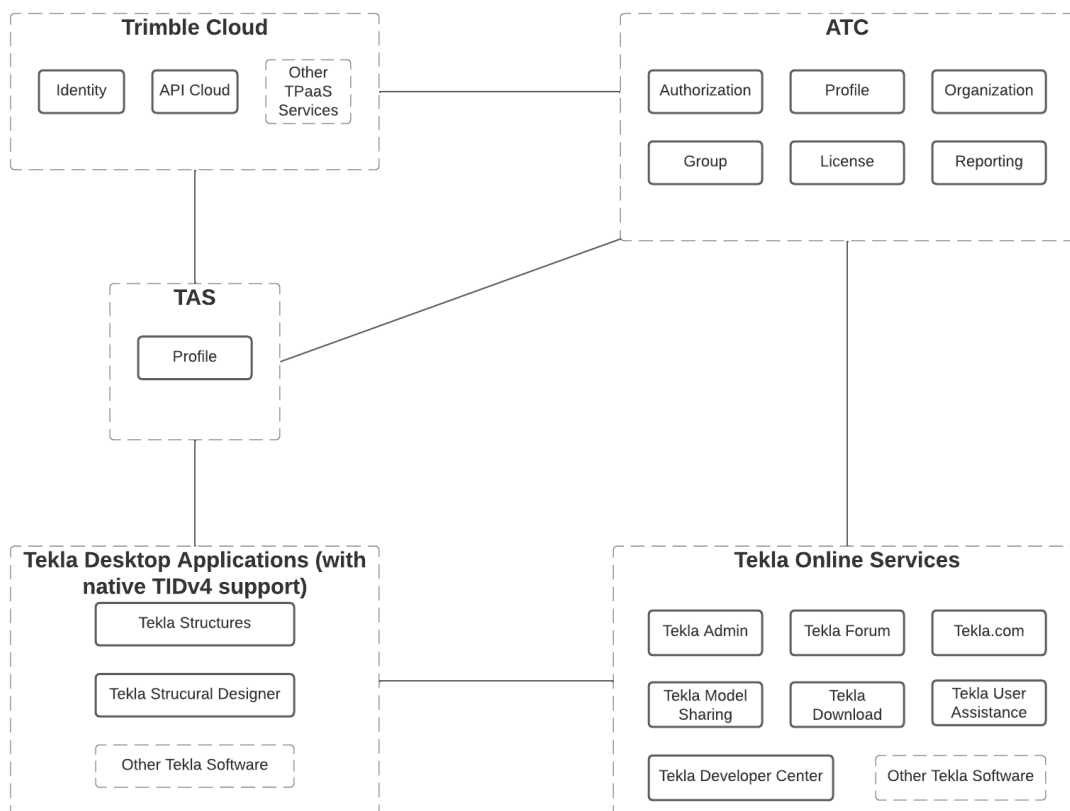


Image 1. Tekla Online architecture for the latest Tekla product versions

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 27001:2013 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 Account service and Tekla Online Admin Tool service disaster recovery are 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.

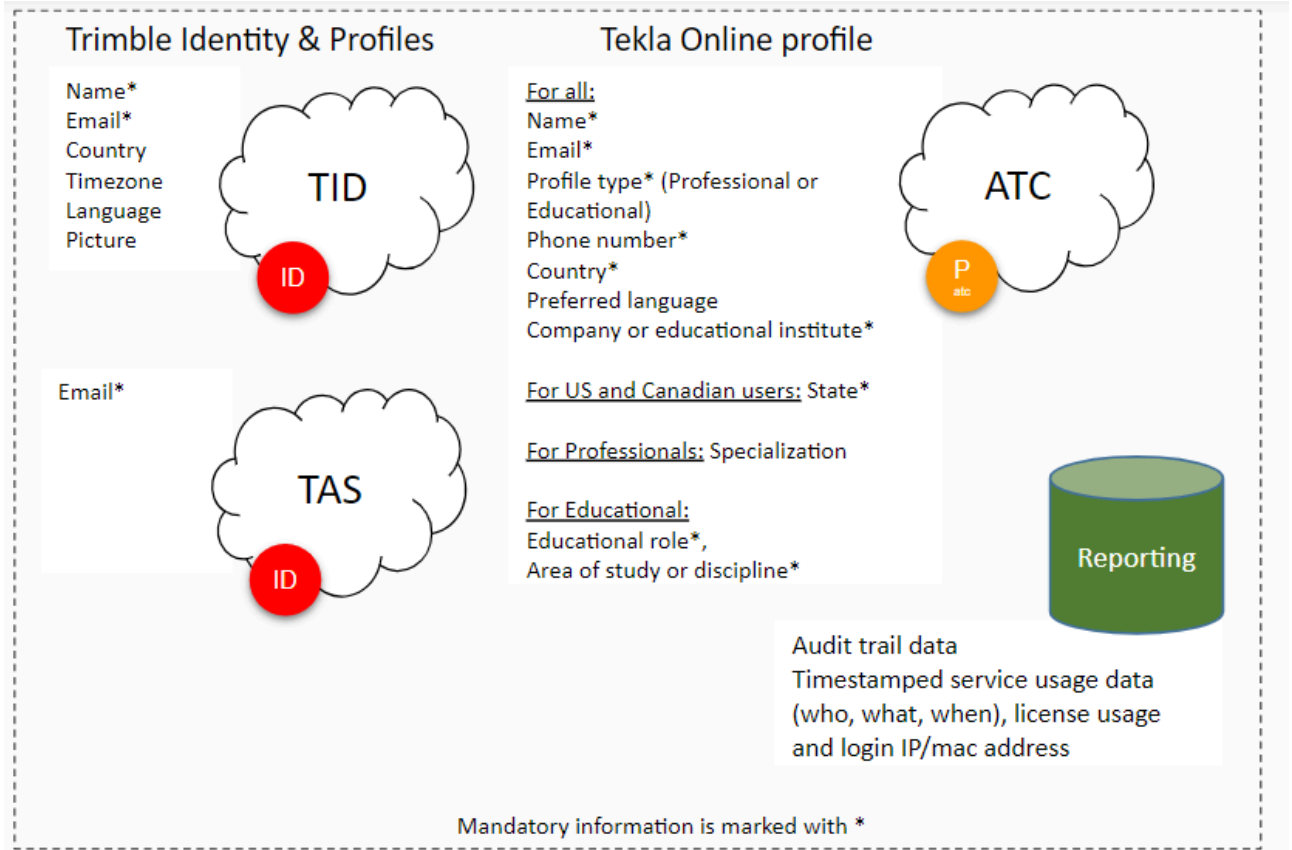


Image 2. Personal data in Tekla Online licensing solution

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 Tekla Online profile in ATC. 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 Tekla Online profile.

The personal data in the Tekla 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
Phone number
Country
Company or Educational institute
State (US and Canadian users)
Optional information: Language

Access to personal data

The information users have stored on their Tekla Online profile can be viewed by company administrators for their own employees and their external users, and by customer support organization members at Trimble Finland 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 system (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 your local [Tekla support](#).