

Tekla Warehouse - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Tekla Warehouse. 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 Warehouse service which is part of Tekla Online Service portfolio.

Tekla Warehouse overview

Tekla Warehouse is an online service where building manufacturers can make their products and applications available to Tekla users, who can take the exact 3D product models straight into their Tekla Structures models and later use the physical product in construction.

Tekla Warehouse provides centralized access to its customers to the Tekla products related content (such as add-on tools, environments, and templates).

Tekla Warehouse users can use their company network to share content with colleagues and save content locally for private use.

All users of Tekla Warehouse can upload material in Tekla Warehouse. The content owner defines whether the content is private or public.

Tekla Warehouse related services

Tekla Warehouse service uses the following services:

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

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 for customer administrators to manage and control the users and Tekla licenses of their company account (organization).

Tekla Warehouse security

Tekla Warehouse service 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

Tekla Warehouse service is 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. 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](#)

Content security

Tekla Warehouse utilizes 3rd party multi-engine scanning technology and blocks from the site any file/version that does not pass all scanners during content upload.

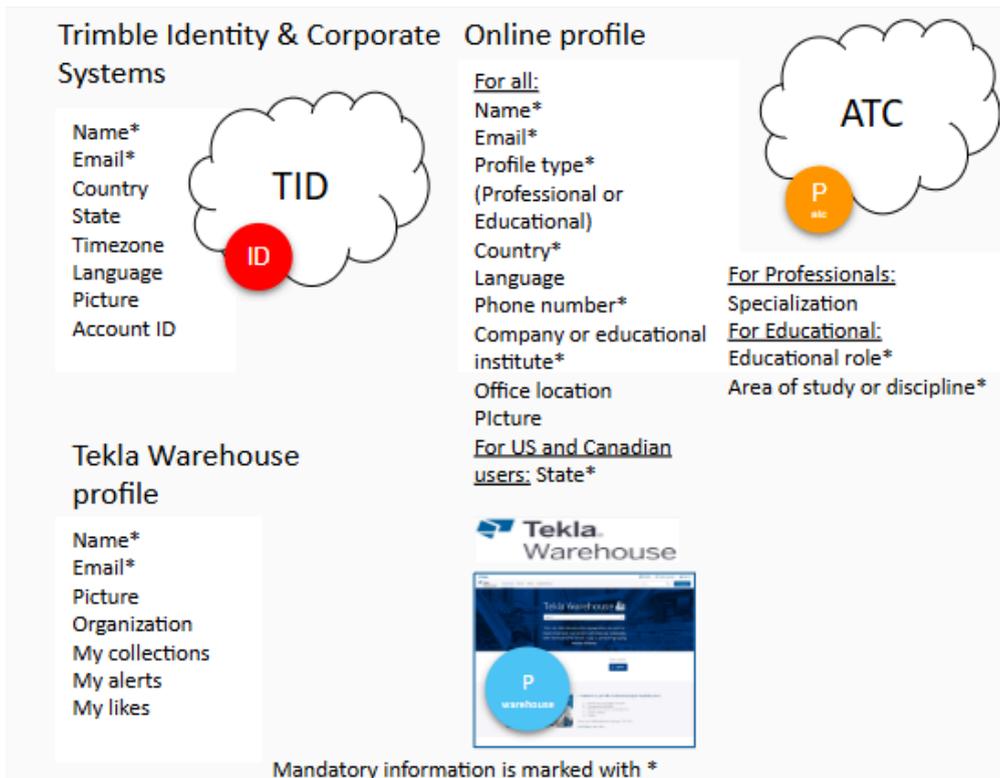
Continuity and disaster recovery

We keep a disaster recovery (DR) copy of every file in a physically "far away" data center. In practice, currently DR location is a different AWS region in the US. Also, in case of catastrophic database failure, all Tekla Warehouse data can be restored from the latest daily backup. However, most recent changes would be lost in this case.

Customer Data in Tekla Warehouse

Personal data

The Online profile and Tekla Warehouse contain personal data of users.



The diagram illustrates the flow of personal data between three systems:

- Trimble Identity & Corporate Systems (TID):** Contains fields: Name*, Email*, Country, State, Timezone, Language, Picture, Account ID. A red circle with 'ID' is shown next to it.
- Online profile (ATC):** Contains fields: Name*, Email*, Profile type* (Professional or Educational), Country*, Language, Phone number*, Company or educational institute*, Office location, Picture. It also includes sub-sections:
 - For all: (same as main list)
 - For Professionals: Specialization
 - For Educational: Educational role*, Area of study or discipline*
 An orange circle with 'P' and 'etc' is shown next to it.
- Tekla Warehouse profile:** Contains fields: Name*, Email*, Picture, Organization, My collections, My alerts, My likes. A blue circle with 'P' and 'warehouse' is shown next to it.

A screenshot of the Tekla Warehouse interface is shown below the Online profile section. A note at the bottom states: "Mandatory information is marked with *".

Image 1. Personal data in Tekla Warehouse

When signing in to Tekla Warehouse, the Online profile data, the user’s organization, and related data such as the user’s access rights are synchronized to the Tekla Warehouse service profile.

In the Tekla Warehouse service profile, users view their own collections, collections provided by organizations, or items shared with the user or shared with his/her organization. The service profile also contains information on personal alerts and content the user has liked in the service.

Access to personal data

Access to personal information in Tekla Warehouse is restricted to the service administrators and limited Trimble personnel only.

We process and protect all personal data according to the descriptions in the Trimble [Privacy Notice](#).

Customer content data

Content in Tekla Warehouse can be public to the use of other users or customers. In that case the content cannot be deleted by the content owner to keep the workflow untouched. Content which is private is deletable by the content owner.

Statistic data and analytics in Tekla Warehouse

On Tekla Warehouse website:

- anyone can see the number of total downloads/views for all content items
- a member of the organization can see downloads/views by content item, by country, by version, by timescale and which organization has downloaded, for content that is owned by the organization
- Trimble analysts and service administrators can see all of the above.

Tekla Warehouse does not show which individual has downloaded certain content.

Tekla Warehouse 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 a high-quality global network performance.



The data center locations of the services are:

Service	Location	Service provider and region
Tekla Warehouse	US	AWS US (Oregon)
Tekla Online Licensing and Profile system (ATC)	Ireland	AWS Europe (Ireland)
Tekla Online Admin Tool	Ireland	AWS Europe (Ireland)
Trimble Identity service	Selectable region 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.