Trimble User Assistance - security white paper

Disclaimer

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

Trimble User Assistance overview

The Trimble User Assistance service is a self-service content portal containing the learning material, product documentation, knowledge base articles, video tutorials and additional support content applicable to Tekla products.

Users are able to submit support requests to their local support and provide feedback regarding the content and regarding Tekla products via the Trimble User Assistance service.

Trimble User Assistance related services

Trimble User Assistance 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).

Trimble User Assistance security

The Trimble User Assistance 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

Trimble User Assistance service operates 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

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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](#)

Personal Data in Trimble User Assistance

Personal data

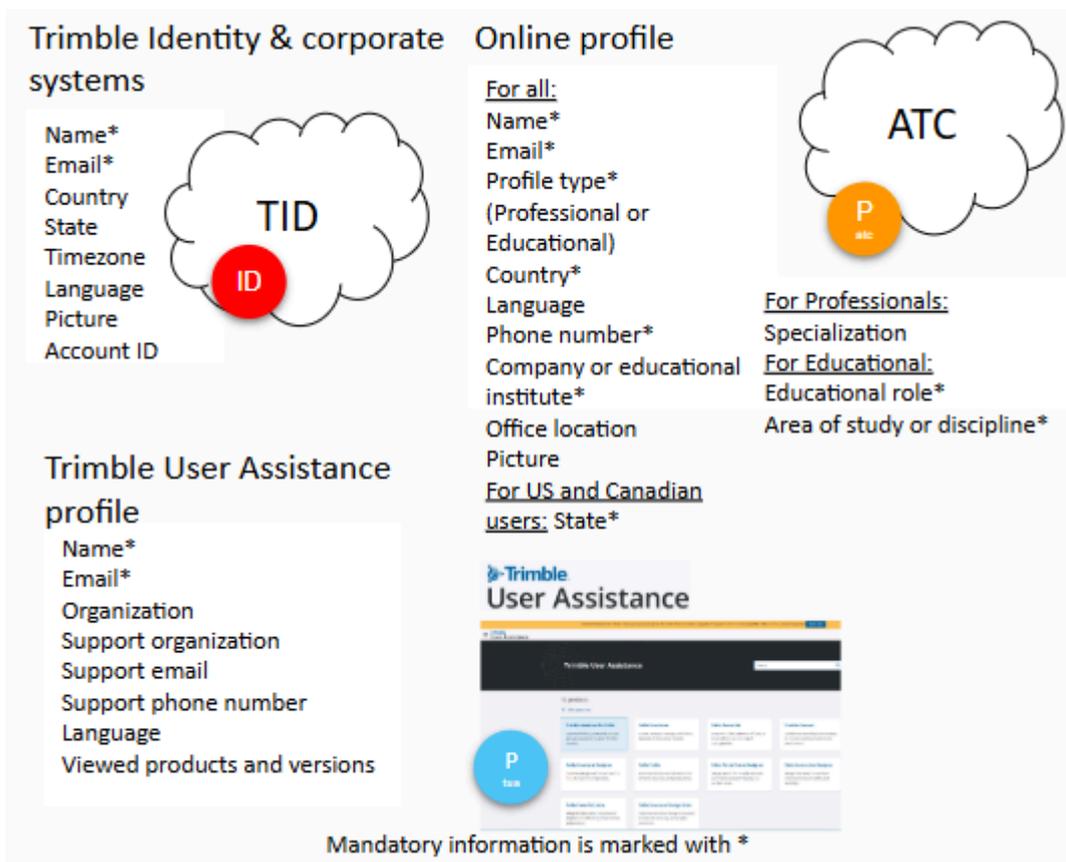The Online profile and Trimble User Assistance contain personal data of users.

Image 1. Personal data in Trimble User Assistance and related services

Upon creating a new Online profile, the user provides mandatory personal data (such as name and email).

When signing in to Trimble User Assistance, the Online profile data, user's organization and related data such as user's access rights are synchronized to the service profile.

Access to personal data

Users cannot view any profile information of other users.

Access to the full personal profile in Trimble User Assistance is restricted to service administrators and support personnel only.

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

Trimble User Assistance service 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 service are:

Service	Location	Service provider and region
Trimble User Assistance service	Ireland	AWS Europe (Ireland)
Tekla Online licensing and Profile system (ATC)	Ireland	AWS Europe (Ireland)
Tekla Online Admin Tool	Ireland	AWS Europe (Ireland)
Trimble Identity service	Selectable 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.

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