

# OnGuard Cloud

All the power.  
All-new premise.

## Overview

OnGuard® Cloud is a full-featured access control solution on Amazon Web Services (AWS) that offers all the power, extended capabilities, third-party integrations, and confidence that comes from the industry-leading LenelS2 OnGuard access control solution while adding the reliability of cloud and standard 24/7/365 support.

OnGuard Cloud delivers comprehensive functionality and integrations typical of an on-premises solution, delivered as a single-tenant Software as a Service (SaaS) solution. OnGuard Cloud provides customers with the benefit of cloud scalability combined with proactive operational monitoring and support.

## Key Features

### OnGuard Software

- **OnGuard PRO or Enterprise software**, powered by AWS. Enjoy full access to the OnGuard system through the Amazon AppStream web browser interface and standard web browser application

### Single-Tenancy Cloud Solution

- **Enhanced Security:** Single tenancy ensures data isolation and minimizes the risk of security breaches or unauthorized access
- **Performance Optimization:** Dedicated resources guarantee consistent and predictable performance without competition from other tenants
- **Simplified Licensing:** No client licenses to install, pay for or manage
- **Compliance Adherence:** Facilitates compliance with industry regulations and data-privacy standards by providing dedicated infrastructure for sensitive workloads
- **Scalability:** Enables seamless scaling to accommodate evolving application demands without impacting other tenants

### Built-In Redundancy

- **Cloud redundancy:** exemplified by AWS Availability Zones (AZs), ensures high availability and fault tolerance by distributing infrastructure across geographically isolated

zones, safeguarding against potential failures and enhancing resilience for uninterrupted service delivery

### Automatic Software Updates

- **Access to New Features:** Software updates often introduce new features and functionalities, enabling users to leverage the latest capabilities without delay
- **Enhanced Security:** Automatic software updates ensure that systems are regularly patched against known vulnerabilities, reducing the risk of security breaches and data compromises
- **Improved Performance:** Updates often include performance optimizations, leading to smoother operation and better overall user experience
- **Compliance Adherence:** Helps in maintaining compliance with regulatory requirements by ensuring that software is up to date with the latest security patches and standards
- **Reduced Downtime:** By promptly addressing software vulnerabilities and issues, automatic updates can minimize system downtime caused by security incidents or software failures

### Servers

- Utilizing cloud services alleviates the burden of maintaining physical servers, offering benefits such as lower total cost of ownership, scalability, and enhanced reliability while also enabling seamless access to cutting-edge technologies and reducing the need for extensive infrastructure management

### Direct End-User Support

- Direct support 24/7/365 for certified end users

### Proactive Health Monitoring

- LenelS2 and AWS proactive health monitoring uses analytics to detect and address issues early, ensuring uninterrupted performance and reliability

### Supported Software Features

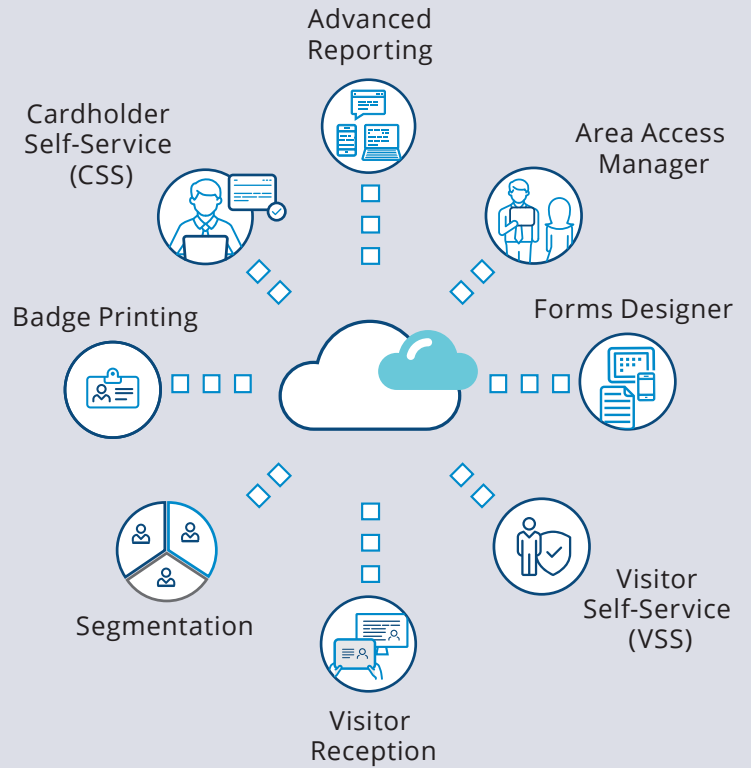
- Offering a comprehensive service package that includes all essential components without hidden fees or add-ons to ensure a seamless customer experience



# Delivering the Power of OnGuard

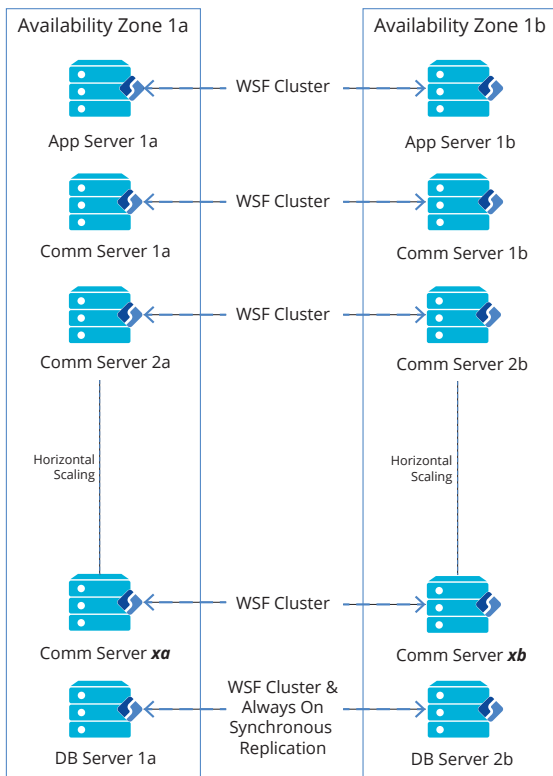
## Third-Party Integration

- Through the LenelS2 OpenAccess Alliance Program (OAAP), users gain not only a wealth of customizable solutions but also the assurance that the solutions they choose have been tested and certified by LenelS2 for stability and uninterrupted functionality, offering more flexibility
- Offered as an additional cost to the cloud service, OAAP works with AWS to offer the best of both worlds



## System Architecture and Configuration

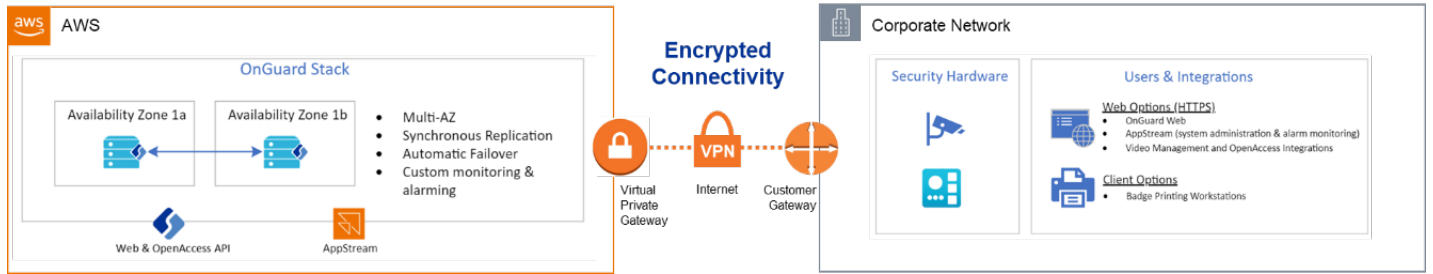
AWS is designed to integrate scalable resources, fault-tolerant components, and advanced security measures, ensuring high availability, optimal performance, and resilient infrastructure for OnGuard application workloads.



## AWS Well-Architected Framework

- **OnGuard Cloud** was designed using the AWS Well-Architected Framework, which helps build secure, high-performing, resilient, and efficient infrastructure for a variety of applications and workloads
- **Integrating Microsoft** clustered pairs with AWS offers a powerful synergy for achieving robust fault tolerance. AWS Availability Zones extend this resilience on the cloud by offering geographically isolated data centers with independent power and networking. This combination ensures seamless failover capabilities and enhances system reliability
- **The complete OnGuard server stack** on the cloud provides a collection of software and infrastructure components, configured to support applications and services, hosted and managed on AWS for scalability, flexibility, and efficiency
- **AWS Site-to-Site VPN** offers a secure and reliable solution for connecting on-premises hardware to the cloud, ensuring encrypted communication and seamless integration of resources, enabling businesses to extend their infrastructure securely and efficiently on AWS
- **Designed with redundant server architecture** to ensure both physical security continuity, as well as adherence to cybersecurity best practices for system maintenance by ensuring a minimum of 99.9% availability

## System Configuration and Access to the Cloud



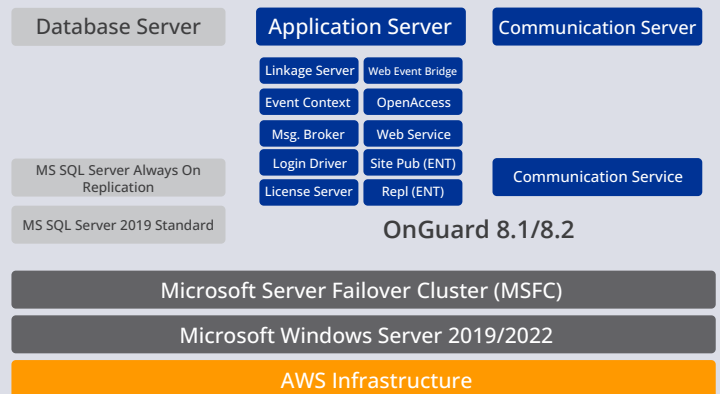
- **Leverage Amazon AppStream** as a web browser interface to eliminate the need for local thick clients, making supportability of the OnGuard application more seamless for LenelS2 operations teams and for customers' ease of use
- **OnGuard Cloud** requires a customer gateway. This can be a new or existing physical device or virtual appliance, such as an edge router or firewall, that is managed by the

customer in their on-premises network. During onboarding, a configuration file will be provided by OnGuard Cloud engineers to apply to the gateway device. This creates a secure IPsec connection between the tenant-specific OnGuard Cloud infrastructure and the existing on-premises security hardware. Customers retain the ability to manage and update the customer gateway after deployment

## Complete Server Stack

The OnGuard Cloud service creates a separate instance of OnGuard solution through a server stack hosted on AWS for every customer. Running on AWS is Windows Server and Microsoft's Failover Clustering for the redundancy, SQL Standard Database Server and Database replication. The full Application Server and Communication Servers are running the OnGuard application.

- Microsoft OS
- OnGuard Software & Services
- Microsoft Database
- AWS Cloud Infrastructure



## Service Level Agreements (SLAs)

SLAs outline the services LenelS2 promises to deliver, establishing clear expectations for the level of service being provided.

- System/Cloud Performance 99.9% Minimum Uptime
- Bandwidth of up to 1.25 Gbps
- Automatic Failover <5 Minutes
- Iterative Backup (every 30 minutes)
- Full Backup (6x per day)
- Service Operations

## Service Operations – Tech Support Group (TSG)

Severity 1 (Critical Priority)	Severity 2 (High Priority)	Severity 3 (Normal Priority)	Severity 4 (Low Priority)	Severity 5 (Non-Urgent Changes)
The OnGuard application is not available, which results in a critical impact to business operations without a viable workaround	A feature or function of the OnGuard application is not available, which results in intermittent service interruption or degradation impacting significant aspects of business operations but has a viable workaround	Impact to the business, however security is not impacted	How-to questions, minor functionality limitations, cosmetic issues, or documentation errors	Enhancement requests for product features and documentation improvements
1-hour Response Time (phone/email contact)	1-hour Response Time (phone/email contact)	24-hour Response Time (phone/email contact)	24-hour Response Time (phone/email contact)	48-hour Response Time (phone/email contact)

Service Operations – Cloud Ops Engineering (COE)				
Severity 1 (Critical Priority)	Severity 2 (High Priority)	Severity 3 (Normal Priority)	Severity 4 (Low Priority)	Severity 5 (Non-Urgent Changes)
Servers unavailable, (e.g., hard-down/offline due to infrastructure failure), which results in a critical impact to business operations without a viable workaround	Part of the system is unavailable or malfunctioning due to infrastructure failure, which results in intermittent service interruption or degradation impacting significant aspects of business operations but has a viable workaround	Impact to AWS infrastructure (e.g., a server needs to be rebuilt), however security is not impacted	How-to questions, billing data inquiries (e.g., customer has concerns around cost overruns and wants to know more about their usage)	Enhancement requests to infrastructure (e.g., adding a new region, or a new OpenAccess API integration that isn't functioning correctly)
1/2-hour Response Time (phone/email contact)	1-hour Response Time (phone/email contact)	12-hour Response Time (phone/email contact)	24-hour Response Time (phone/email contact)	72-hour Response Time (phone/email contact)
6-hour Target Resolution Time	1/2-hour Target Resolution Time	24-hour Target Resolution Time	48-hour Target Resolution Time	

### Power of AWS/Benefits/Assurance/Reliability

LenelS2 is powered by AWS to deliver the OnGuard Cloud access control solution. AWS has unmatched experience, maturity, reliability, security, and performance to deliver the OnGuard Cloud solution to LenelS2's demanding security customers. For over 17 years, AWS has been delivering cloud services to millions of customers around the world; AWS has the most operational experience, at greater scale, of any cloud provider.

#### Reliability

AWS provides a minimum of **99.99%\*** uptime target with automatic failover to a redundant system.

#### Cybersecurity

AWS supports over 143 security standards and compliance certifications, including PCI-DSS, HIPAA/HITECH, FedRAMP, GDPR, FIPS 140-2, and NIST 800-171, helping customers satisfy compliance requirements around the globe.

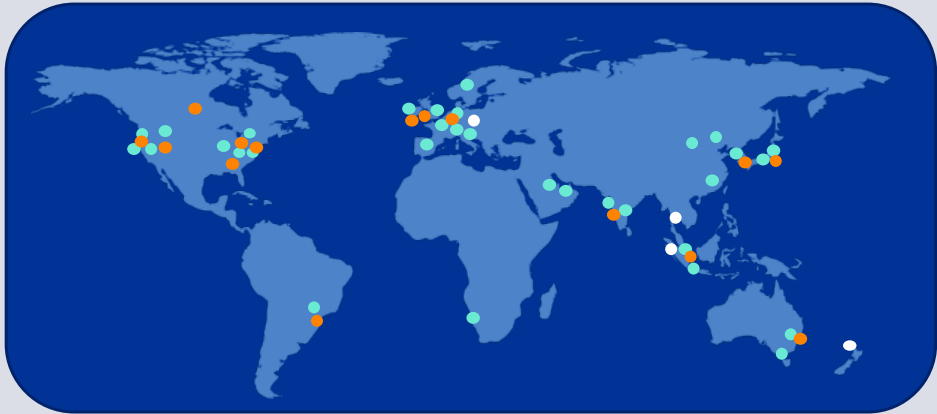
#### Global Availability

With more than 30 existing geographic regions globally, and 15 that support Amazon AppStream, OnGuard Cloud can be deployed from almost anywhere that you have a need. In addition, the 30+ regions have multiple availability zones which allow for failover to support redundancy and high-availability.

*\*Within each region, all commercially reasonable efforts will be made to make AWS Services available with a minimum uptime of 99.99%.*

#### AWS Global Infrastructure Map

AWS currently offers numerous Availability Zones within most geographic regions.\*\* AWS Regions are a type of infrastructure deployment that places select AWS services closer to your security system users and workloads, reducing latency and improving the performance of the OnGuard Cloud solution.



*\*\*Contact LenelS2 for the most up-to-date listing of AWS Availability Zones.*

# Cybersecurity

## OnGuard

A Secure Software Development Lifecycle (SSDLC) ensures product security practices are implemented consistently and effectively and that the product development process follows a vetted and standardized method of secure development.

To accomplish this, engineering and cybersecurity experts define appropriate cybersecurity design guidelines and continuously evaluate the security posture of the product. The development process and security are integrated from design concept to release.

- Data in transit – TLS 1.2+
- Data at rest – AES 256
- NIST 800-53 Compliant
- IEC/ANSI/ISA 62433 4-1 Compliant
- Annual third-party pen test, by policy
- Third-party static and dynamic application security testing

## AWS

AWS provides an additional layer of cybersecurity protection through a multi-layered approach that integrates cutting-edge technology, stringent compliance standards, and proactive

monitoring to safeguard data, applications, and infrastructure hosted on its platform. Through robust encryption, identity and access management, continuous threat detection, and comprehensive compliance frameworks, AWS ensures the resilience and integrity of its cloud services, empowering organizations to confidently innovate and operate in a secure digital environment.

Security, identity, and governance in the cloud are important components for achieving and maintaining integrity and safety for data and services. OnGuard Cloud utilizes several AWS tools and services including:

- Amazon CloudWatch
- Amazon GuardDuty
- AWS ControlTower
- Amazon Security Lake
- AWS Identity and Access Management (IAM)
- AWS Security Hub
- AWS CloudTrail
- AWS Certificate Manager

With AWS's certifications and attestations in various cybersecurity domains, AWS demonstrates its dedication to providing customers with the highest levels of assurance and trust in their cloud infrastructure.

## Ordering Information

Part Number	Description
<b>OGC-PREPAY-ANNUAL</b>	OnGuard Cloud 1-Year System Prepay
<b>OGC-ACCUM-USAGE</b>	OnGuard Cloud Accumulated Usage



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