



CoSo Cloud FedRAMP for Government Agencies

Trusted private cloud managed services provider for businesses and government agencies that need the highest reliability and security for their high-consequence virtual training and web conferencing.



FedRAMP Authorized

COSO CLOUD FEDRAMP PROVIDES:



Unparalleled Security

A FedRAMP Moderate environment compliant with NIST SP 800-53, rev 4. With 10+ years deploying scalable, secure, and highly reliable virtual training and collaboration services.



Continuous Monitoring

We provide robust continuous monitoring, including intrusion detection system (IDS) monitoring and fully credentialed network scanning to ensure data is secure.



Configuration Management

All changes, including versions, patch and upgrades are subject to strict change control to ensure security and maintain compliance.



Disaster Recovery

We guarantee a 99.99% uptime SLA. Total disaster recovery solution included. Redundant infrastructure ensures absolute reliability availability during any emergency, 24/7/365.

MANAGED SERVICE OFFERING INCLUDES

Custom-Built Single Tenant Private Cloud

- Built and configured to customer implementation requirements
- Integration to front end and back office systems and extensions
- Global synchronization of Adobe Connect content and templates
- Custom upgrade and configuration management and control
- Customer choice of implementation options: audio provider, Universal Voice, Directory Synchronization service (e.g. LDAP integration) & SSO authentication (IPD, SAML integration)
- Development Sandbox included



Premium 'White Glove' Proactive Service Included

- Dedicated, named Customer Success Manager
- Best practice consultation
- Quarterly customer business reviews
- Pre and post-production support for key high-impact sessions
- CoSo Insights system reporting and trend analysis included
- Custom resource portal with training tutorials
- Quarterbacking ticket resolution
- Weekly status and planning meetings, etc

Industry's Highest SLA

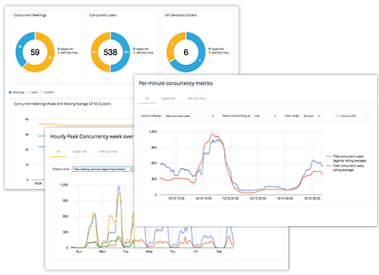
- 24x7x365 support
- 99.99% SLA – Adobe Connect ecosystem's highest level
- 100% North American technical support with HSPD-12
- CoSo advanced platform with proactive system tuning and alerts
- Senior Engineering team answering all calls and tickets
- Business focus on Managed Service experience

Optimized Security and Reliability

- SOC II + HITRUST, FedRAMP, HIPAA, Privacy Shield, GDPR and PIPEDA compliant
- Single-tenant dedicated and secure customer instances
- Optimized security for each customer's specific environment
- Multi-factor Authentication (i.e. Smartcards, Tokens, etc.)



COSO INSIGHTS INCLUDED



Analytics

- Real-time dashboard of meetings, users, and on demand content activity spanning global deployments
- Active and recent meeting details, including attendees and host, meeting length, content interaction
- Project future usage from past trends using data-driven modeling
- Export all graphs, charts and raw data

Administrative Tools

- Comprehensive overview of system activities
- Observe and balance concurrent Adobe Connect license usage
- Flag and watch key meetings
- Forcefully end meetings

CUSTOMIZATION FOR PKI AUTHENTICATION AND ACCESS

Available customized authentication access on our secure private FedRamp Moderate cloud includes:

- Mixed authentication (username, password, and guest access)
- Ability to customize access workflows to meet customer requirements
- Ability to link or unlink CAC to Adobe Connect specific accounts

10+ BILLION
Secure Meeting
Minutes Served

**COSO'S SECURE
PRIVATE CLOUD
DELIVERS:**

1 MILLION
user sessions
per month

100 MILLION
minutes per month

200,000+
meetings per month

