



ESKER ON DEMAND — BRINGING SECURITY & RELIABILITY TO YOUR COMPANY'S INFORMATION

Esker on Demand services are developed on a worldwide network of strategically placed production facilities and data centers. Through a combination of physical and virtual infrastructure, Esker offers the highest levels of security, flexibility and performance to help organizations protect their confidential information at all costs.

Benefits of Esker on Demand

Security: Esker on Demand production facilities are monitored 24/7 to deliver operational continuity and boast a secure infrastructure including: data transfer by SSL, secure server bay hosted in data centers, electrical infrastructure with backup generators, as well as fire prevention measures.

Scalability: Esker processes over 10 million transmissions each month. Thanks to its scalable technology, processing capacity can be increased without impacting current production and contractual commitments on delivery requirements are more easily met.

Reliability: Esker on Demand has an average server uptime of 99.9%.

Monitoring: Each of the server platforms uses high-availability cluster technology that offers internal redundancies to counter any possible hardware failure. Platforms in North America and Europe provide assurance that documents are transmitted on time.

Healthcare compliance: Esker on Demand solutions provide a valuable privacy and security framework for companies needing to comply with HIPAA/HITECH rules associated with the electronic transmission of health information. Esker has also successfully completed a Medicare Part D audit.



The biggest issue we had with our previous vendor was length of downtime. To make matters worse, we were getting next to no response from the service desk. With Esker, we no longer have this problem.

IT Operations Manager | Edward Don & Company

About ISO 27001

ISO 27001 is the internationally recognized standard for certifying that a company's Information Security Management System (ISMS) protects its data and that of its customers.

Esker has achieved ISO 27001 certification for its ISMS of on-demand services by A-lign, an independent, third-party auditor. Customers using Esker's cloud solutions can be confident their data is safe, properly controlled, and that security best practices are in place.

About SSAE 18 and ISAE 3402

The Statement on Standards for Attestation Engagements (SSAE) No. 18 and the International Standard on Assurance Engagements (ISAE) 3402 are reporting standards that analyze a service organization's control over information technology and related processes.

Esker earned Type 1 compliance in 2012 and, in 2014, was granted Type 2 compliance by A-lign in order to enhance the level of security and assurance it provides to all its on-demand customers.

SSAE 18 and ISAE 3402 standards validate the quality and integrity of Esker's internal control processes and procedures for on-demand customers and address the rules of internal control outlined in the Sarbanes-Oxley Act legislation.

About EU-U.S. Privacy Shield

The EU-U.S. Privacy Shield provides a set of robust and enforceable protections for the personal data of EU individuals. Esker complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use and retention of personal information from the European Union member countries. Esker has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Privacy Shield Principles of notice, choice, accountability of onward transfer, security, data integrity and purpose limitation, access, recourse, enforcement and liability.

Data Encryption

To reinforce security, privacy and data confidentiality, Esker can encrypt its customers' documents with AES protocol.

Learn More

For real-time information on system performance, including live data and up-to-the-minute information on planned maintenance, visit www.trustesker.com.

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