ShieldQ:
Become compliant in an instant

Organizations handle confidential data all the time. But whether it's payment card data, health records, personally identifiable information (PII), or legal and financial documents, you must shield this information from breaches, misuse or other incidents. Using paper-based or physical methods is no guarantee of security, and with stricter compliance standards – and heavy penalties for non-compliance – organizations need to gain accreditation, to assure their customers' security. Compliance, however, is a lengthy, costly process.

As the only PCI DSS Level 1 compliance inbound messaging and document storage solution, ShieldQ lets you become compliant in an instant. This cloud-based service lets you accept, share, store and access email, fax, scanned documents and images within a PCI DSS level 1 and HIPAA environment, from any PC or mobile device. Available for both small and enterprise customers, ShieldQ provides you with peace of mind, knowing that the sensitive data you've been entrusted with remains compliant and secure.

Key benefits

- Affordable solution; deploys in minutes

- Minimal disruption to established business processes

- Legal responsibility for data security assumed by ShieldQ

- Keeps confidential information safe from misuse, breaches or other incidents

- Gain complete confidence: independently accredited to meet the world's most stringent security standards

- Infinitely scalable

Unified queue

With ShieldQ's unified inbound message queue, customers and staff can confidently transmit messages immediately into a secure, hardened environment.

ShieldQ delivers the capabilities you need, in one, easy queue:

▶ **View documents in the queue** using two factor authentication, for extra safety

▶ **Flexible sharing options:**
  ▶ Share messages manually or automatically
  ▶ Share with individuals or with an unlimited number of groups
  ▶ Rename / tag messages
  ▶ Assign pre-defined, custom attributes to the document, for easy retrieval

▶ **Store data** for as long as you want

User administration

ShieldQ simplifies administration, letting you:

▶ Create administration hierarchy
▶ Create and edit groups
▶ Lock user IP addresses
▶ Define custom document attributes *(text, date, etc.)*
▶ Select storage rules based upon document attributes
▶ Define print and download rules
▶ Manage centralized billing

ShieldQ email

People still send personal and payment card data via email. And you need to protect that confidential data entering your system.

ShieldQ's exclusive, secured email services lets you choose from several network architectures to meet commercial and compliance requirements:

1. **Using your existing domain with content filtering:** Apply legacy email filtering tools (e.g., Symantec, Microsoft, Barracuda) with existing email servers to automatically identify and route emails to the ShieldQ PCI DSS Level 1 unified queue. This solution can be used for most applications and is simple and inexpensive to deploy.

2. **Using a ShieldQ domain:** You can use a dedicated mailbox, allocated by ShieldQ, which treats all incoming messages as secure, delivered to a unified queue over the TLS channel.

3. **Using a new, branded domain:** You can create a new company domain for secure communication, serviced by ShieldQ, which treats all incoming messages, as secure, delivered to the unified queue over the TLS channel. This option incurs higher setup and account administration fees than options 1 and 2.

ShieldQ fax

With faxes, you may have more security than with emails. But when you receive faxes containing sensitive data, you need to start a cumbersome, inefficient and time-consuming process to protect them, in paper and electronic format.

ShieldQ permits faxes to be accepted and processed centrally, stored in a 100% PCI-compliant environment, and treated just like any other message entering the secure management queue.

ShieldQ uploads

If you don't have an online payment solution, or if you need to ensure that documents are transmitted from external organizations *(e.g., website forms)* and received securely, then ShieldQ is your solution. ShieldQ lets you create multiple URLs for your websites. Each URL, which you can customize, enables documents to be uploaded via a secure, online form, embedded into your website.

Using either a desktop or mobile device, documents can be downloaded, completed, scanned or photographed, signed and uploaded in a simple process. All image and document uploads are delivered directly to the PCI-accredited, secure document management queue.

Flexible storage location

Leveraging Amazon Web Service (AWS) storage capabilities, you can store data in the nearest AWS location. Upon request, users can also choose to store data in one or many other AWS locations to meet regional compliance requirements.

Storage is available in the following locations:
USA, Brazil, Ireland, Germany, Singapore, Japan and Australia
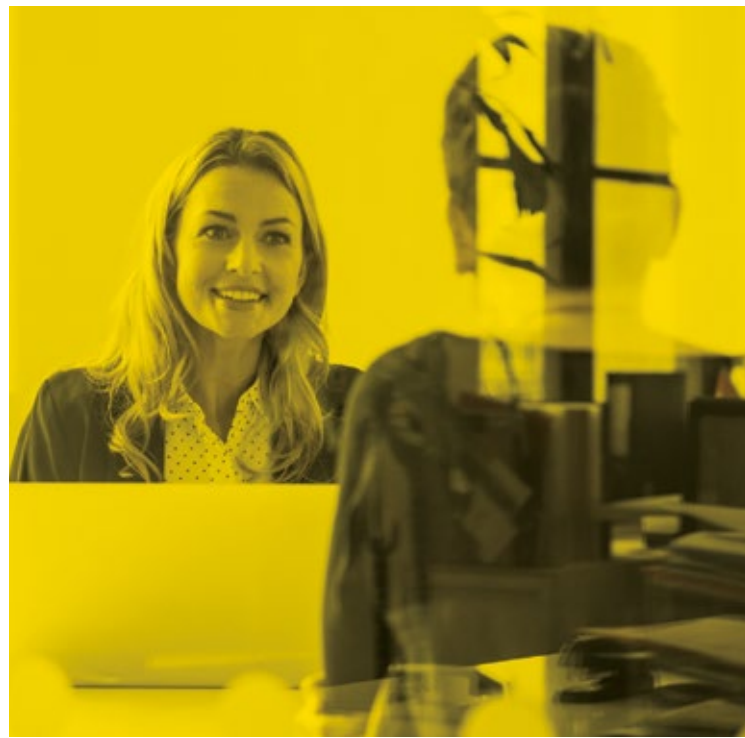
Storage period

With ShieldQ, you can store as many messages as you want, for as long as you want. By default, all documents are stored for 12 months, free of charge. You can also define the exact storage duration, based on such parameters as:

▸ Storage period from the date of document acceptance

▸ Storage period from any chosen document parameter *(for example, date of receipt)*

API integration

Users wishing to search and retrieve secure documents through their own application while maintaining the same level of security can use the ShieldQ API, published on the ShieldQ website.

CONFIDENTIAL DATA

SECURE ONLINE QUEUE
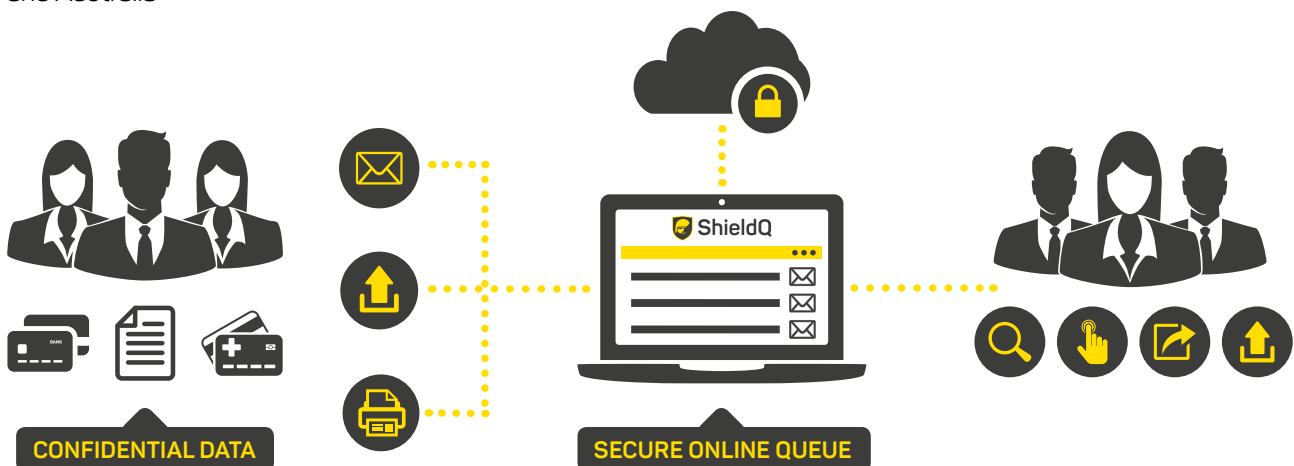
ShieldQ

Accreditation

The ShieldQ service holds the following accreditations:

PCI DSS v3.1, Level 1
HIPAA
European Data Directive

Customers using ShieldQ services contractually requires Interfax Communications Ltd to assume total responsibility for the security of data, subject to mutually agreed areas of shared responsibility.

Who are we?

ShieldQ, part of the Interfax Group, is one of the world's leading suppliers of SaaS-type XML/ fax messaging solutions for the business and software developer communities. With global coverage, and sales and support operations in eight countries, we send over 200 million messages annually.

PCI DSS level 1 is acknowledged as being the highest published security standard for protecting commercial and private information. ShieldQ is the only company to offer this level of compliance in its document management and messaging solution, accredited by a Qualified Security Assessor.

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