

Maytech Service Definition: G-Cloud 13

Version 1.1

April 2022

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1. Introduction

This document outlines the service definition for Maytech’s Quatrix® service for inclusion in Lot 2, Cloud Software of G-Cloud 13 (“G-Cloud Services”) for the provision of service to public bodies in Central Government and across the wider public sector.

Maytech is a UK company providing the cloud platform Quatrix, for secure and reliable data transfer. Organisations in 35 countries spanning 60 industries rely on Maytech’s network for mission critical manual and automated file sharing, data collection and distribution workflows.

Maytech’s government service and associated infrastructure is dedicated to public sector customers and is accessible from the internet. Services are suitable for UK public sector customers with data sensitivity levels up to OFFICIAL and including OFFICIAL SENSITIVE, a limited subset of OFFICIAL information that may require additional measures, generally procedural or personal to reinforce the need to know. This covers 85% of data created or processed by the UK public sector.

Quatrix is subjected to an annual IT Security Health Check (ITSHC) by a CHECK / CREST approved vendor and a management report and residual risk statement are available for all interested parties upon request and a signed NDA.

Maytech are ISO 27001 certified and audited by Lloyd’s Register Quality Assurance.

2. Overview of Quatrix

Secure cloud managed file transfer and workflow automation.

Quatrix is used to govern and manage person to person file sharing and automated data transfer workflows with third parties. Send, receive and collaborate securely, reliably and fast. Easy to use and set up.

Quatrix features central administrative controls, full audit trails and end-to-end encryption providing full control and visibility of data for data owners. Quatrix complies with international standards including GDPR and is also PCI-DSS compliant.



Secure, govern and manage sensitive data on one unified cloud platform.

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Service features

- Transfer data securely over HTTPS, SFTP, or PGP
- Build no code workflows: SFTP, AWS, Azure, GCP, on premises
- Project folders with granular controls for internal and external collaboration
- UK data residency, multi or dedicated instance GCP, AWS, Azure
- Central administration: user provisioning, full tracking and audit trail
- Authentication, 2fa, SSO, SSH key management
- Integrate with Outlook , Desktop app. Full API documentation
- Data stored at rest using AES 256 bit encryption
- UK data residency, multi or dedicated instance GCP, AWS, Azure
- ISO 27001 certified and audited by Lloyd's Registered Quality Assurance



Service benefits

- Simple, fast and cost effective managed file transfer
- Automate routine cloud or on-premises transfers, reduce human error
- Replace internal scripts with simple no code workflows
- Increase security, replace unapproved apps with one file sharing app
- Enterprise compliance and assurance, ISO 27001, PCI-DSS and GDPR
- Agile development, new features requests free of charge
- Dedicated account manager and rapid response support team
- High availability
- Help centre with full product and API documentation
- Dedicated administration support available

3. Security and Compliance

Business and public service agencies worldwide rely on Maytech to share confidential data in mission-critical workflows. Section 3 outlines the Maytech security environment and confidentiality policy.

3.1 Data Encryption, Storage, Retention, Backup and Restoration

In Transit: TLS 1.2 with strict transport security. HTTPS and SFTP. There is also a unique user-friendly PGP encryption feature which offers advanced security for highly confidential data.

At Rest: Data is protected with AES-256 bit encryption.

Residency: Service can be provisioned at a data centre location of your choice ensuring compliance with

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local and international data regulations. On sign up, simply select a service hub from the option list and your data will be stored at that location. For details of available locations go to [Data Residency page on Maytech's website](#).

Data Retention: We do not keep persistent backups of customer data, nor is data ever replicated outside the chosen data centre.

Data Back up: Maytech services are backed up every hour on the hour locally at your chosen data centre.

Data Restoration: Deleted files can be restored from the Trash folder in your file explorer for up to 28 days, unless it is emptied manually before this period.

3.2 Authentication

Username with strong password both of which are stored one way encrypted.

Additionally, we support enhanced authentication - **two factor authentication** for web access and SSH public key authentication for SFTP. Using SSH-key authentication for SFTP, the private key remains under customer control.

3.3 Access

Customer access to Maytech servers is restricted to the supported protocols, we do not offer access over SSH or telnet. All sessions are automatically terminated after 15 minutes inactivity.

Test and Support access: Where support staff need to access customer accounts in response to customer support tickets, temporary access is granted by support management with a one-time authentication token. Access is limited to filesystem navigation and does not include rights to read or download files.

3.4 Information Confidentiality and Assurance

Central administrative controls over user provisioning and access rights and a full audit trail. Each user is jailed to their home folder with no visibility outside unless specifically granted.

3.5 Network Boundaries, Intrusion Detection and Security Testing

Firewall and Intrusion Detection: Maytech networks are protected by a stateful packet inspection firewalls. All ports, other than those required for the provision of service are closed. We operate intrusion detection (SNORT). An attempt to gain unauthorised access results in lockout of offending IP on the firewall.

Monitoring: Service is monitored by over 100 monitoring daemons continuously probing for fault conditions at levels ranging from basic hardware health to emulated file transactions. Ports are monitored for suspicious

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activity such as password scams or Dos attack.

Security Patching: Governed by ISMS OP 29 Security and Patching Policy, critical security patches are installed when they become available. A typical time window for non critical patch release is two working weeks of patches being released.

Virus Scanning: All files uploaded are scanned using ClamAV to inspect uploaded files.

Penetration Testing: Annual penetration tests are conducted by a CREST member company and a National Cyber Security Centre (NCSC) CHECK scheme "Green Light" subscriber authorised to conduct testing on government systems under the terms of the CHECK scheme¹.

Vulnerability Scanning: Daily vulnerability scanning and PCI-DSS conformance scanning using McAfee Secure.

3.6 Compliance

Maytech Information Security

Maytech's Information Security Management System (ISMS) is ISO 27001:2013 certified and audited twice yearly by Lloyd's Register Quality Assurance, one of the leading global business assurance providers.

Scope of Applicability: Information security relating to the design, development, support and provisioning of Maytech's SaaS hosted service.

Statement of Applicability

There are 114 controls in 14 clauses and 35 control categories in ISO 27001: 2013. Our statement of applicability, available on request, details the controls specified in ISO 27001: 2013 and a cross reference to the document with the Information Security Management System which implements the requirements of each control.

A.5: Information security policies (2 controls)

A.6: Organization of information security (7 controls)

A.7: Human resource security - 6 controls that are applied before, during, or after employment

A.8: Asset management (10 controls)

A.9: Access control (14 controls)

A.10: Cryptography (2 controls)

A.11: Physical and environmental security (15 controls)

A.12: Operations security (14 controls)

A.13: Communications security (7 controls)

A.14: System acquisition, development and maintenance (13 controls)

A.15: Supplier relationships (5 controls)

A.16: Information security incident management (7 controls)

A.17: Information security aspects of business continuity management (4 controls)

A.18: Compliance; with internal requirements, such as policies, and with external requirements, such as laws (8 controls)

¹ The CHECK scheme is UK specific and enables penetration testing by National Cyber Security Centre (NCSC) approved companies, employing penetration testing personnel qualified to assess IT systems for HMG and other UK public sector bodies.

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SOC 1 and SOC 2 Compliance

Maytech do not offer SOC 1 or SOC 2 reports. Our information security management systems are instead ISO 27001 certified. The criteria / controls required by the two standards were developed to mitigate similar risks and there is considerable overlap in the criteria defined in the Trust Service Principles of SOC 2 and the controls defined in Annex A of ISO 27001.

Both standards provide independent assurance that the necessary controls are in place and whereas ISO 27001 is an international standard, SOC 2 is created and governed by the American Institute of Certified Public Accountants, AICPA.

Product Compliance

PCI-DSS: Your site will pass a PCI penetration test. As a PCI-DSS compliant hosting provider we run daily scanning for over 40,000 vulnerabilities and weekly PCI scans using McAfee, an Approved Scanning Vendor (ASV), ensuring potential risks are identified in a timely manner. Our PCI-DSS SAQ (level D) and Attestation of Compliance are available on request.

HIPAA: Our products are compliant with the Health Insurance Portability and Accountability Act (HIPAA) - a US legislation providing data privacy and security provisions for safeguarding medical information.

General Data Protection Regulation (GDPR): While Maytech does not view, use or access your data, if Personal Identifiable Information (PII) is to be stored on our systems we are classed as a Data Processor. Maytech provide a Data Processing Agreement which we will both sign to confirm that appropriate controls and systems are in place for the relevant data processing activities we undertake on your behalf. This demonstrates you have carried out your obligations under GDPR in relation to the secure storage and transfer of your sensitive PII data.

Public Sector File Sharing: Maytech services are suitable for UK public sector customers with data sensitivity levels up to OFFICIAL and including OFFICIAL SENSITIVE. These categories represent up to 85% of data created or processed by the UK public sector.

4. Customisation

4.1 Company Branding

It is possible to brand your Quatrix® site with your company logo, fonts and corporate colours ensuring a professional look and feel. A dedicated IP Address is available for all services.

4.2 Maytech Widget

Using a Quatrix widget you can embed your fast file transfer solution directly into any web page. Customers or partners can upload or download files without ever leaving your website.

Widgets provide seamless website integration for uploads, downloads and collection of associated meta data. There is a range of functionality to address differing scenarios. For example you can create an upload form widget which allows you to gather information from your customers on a web form and the form data is

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emailed to you along with the upload meta data.

4.3 Data Acquisition Widget

The data acquisition widget provides a secure web form allowing you to acquire files and associated metadata from a diverse population. The form can contain any standard web form fields, validation and arbitrary JavaScript.

The end user fills out the form and queues the files for upload. On submit the form data is emailed to the designated recipient with links to download the files. These widgets are used for PCI compliant data acquisition and have many features to integrate with a range of workflows.

5. Pricing

Maytech provide 14 day unlimited trial periods to enable customers to evaluate the product offering. This trial period can be extended under certain circumstances – please call +44 (0) 189 286 1222 (International & UK) or email sales@maytech.net to discuss your specific requirements.

Quatrix pricing is on a **per user per month** basis, the minimum purchase is two users.

| Users | Payment | |
|-----------|---------|----------|
| | Monthly | Annually |
| 2-9* | £10.80 | £9.00 |
| 10-49* | £8.10 | £6.75 |
| 50-99 | £7.73 | £6.43 |
| 100-199 | £7.56 | £6.30 |
| 200-499 | £7.11 | £5.93 |
| 500-599 | £6.72 | £5.59 |
| 1000-1499 | £6.10 | £5.08 |
| 1500-1999 | £5.31 | £4.40 |
| 2000+ | £4.23 | £3.52 |

| Bolt on Modules | £ |
|-------------------------|--------------|
| Outlook Integration App | Free |
| Desktop and Mobile Apps | Free |
| SFTP Activation* | £ / Included |
| PGP Encryption* | Included |
| Automation** | £ |

***Enterprise Security Module may be required.**

This includes:

- SFTP activation
- Two-factor authentication
- Single sign-on activation
- PGP encryption
- GDPR data processing agreement
- API activation

Price £484 per annum / Included for plans 50+ users.

****Automation Module is required.**

This includes MFT features.

Automation module is priced depending on the number of workflows (defined as a source and destination end point) and the average quantity of data being transferred from Quatrix to third parties on a monthly / annual basis.

Clear and transparent pricing will be provided once these parameters are known.

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6 Service Management

6.1 Service Levels

In providing the Service, Maytech undertakes that:

- The Service will be available 99.95% of the time at all times (other than as provided below). A lack of availability is defined as an individual outage in excess of 15 minutes or the sum of all outages exceeding 202 minutes in a consecutive period of 28 days. Availability is measured at Maytech's gateway routers. A lack of availability is a breach of this SLA.
- The available data transfer rate will be maintained at a minimum of 100 megabits per second, measured at Maytech's gateway routers. Failure to meet this objective for 85% of the time, measured over a consecutive period of 28 days, will be a breach of this SLA.
- During the Customer's contractual support hours, Maytech will (i) respond within one hour to a report from the Customer of any incident that renders any of the Services inoperative, (ii) resolve the problem if it is within its control within four working hours and (iii) inform the Customer when the problem is resolved. Failure to meet this objective will be a breach of this SLA.
- During the Customer's contractual support hours, Maytech will (i) respond within one hour to a report from the Customer of any incident that impairs the full availability or functionality of any of the Services, (ii) resolve the problem if it is within its control within 10 working hours and (iii) inform the Customer when the problem is resolved. Failure to meet this objective will be a breach of this SLA.
- During contractual support hours, Maytech will (i) respond within 4 hours to non-critical enquiries from the Customer and (ii) deliver an answer to the Customer within 48 hours. Failure to meet this objective will be a breach of this SLA.

For the above purposes, 28 day periods run from 1st January; in a leap year the final period will be 29 days long.

An event or occurrence or series of linked events or occurrences will only give rise to a single breach of this SLA.

Enhanced support can be provided with our premium care module.

6.2 SLA Compensation

In the event of any breach or breaches in a 28 day period of this SLA the Customer will be entitled to claim a credit in accordance with the following schedule:

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| Number of Breaches Pro-Rated Service in a 28 Day | Reduction in the Period Charge for the 28 Day Period |
|--|--|
| Between 2 and 5 | 25% |
| Between 6 and 10 | 50% |
| 11 or more | 100% |

Full terms and conditions of the Service Level Agreements can be found on our website: www.maytech.net

6.3 Support Hours

The Customer’s contractual support hours are between 08.00 and 23.00 GMT or as otherwise agreed in the contract.

With all Maytech products you get your own dedicated account manager as well as 24 / 7 email support. Your account manager can guide you through your account set up and is on hand to answer your questions at any time.

You can also arrange a dedicated online demonstration to quickly get up to speed with all the great features provided with Quatrix®.

6.4 Maintenance Windows

It is rare that we need to bring the service down for upgrade or maintenance. If necessary this would take place at the weekend with 5 days warning.

6.5 Data Residency

The following table illustrates where our data centre is located.

| Region | Status and Accreditations | Protocols |
|-----------|--|-------------|
| UK-London | Tier 3 ISO 27001, ISO 27017, ISO 27018 | SFTP, HTTPS |

6.6 Performance and Availability

Maytech services are monitored by over 100 monitoring daemons continuously probing for fault conditions at levels ranging from basic hardware health to emulated file transactions. Ports are monitored for suspicious activity such as password scams or DoS attack. The duty engineer is immediately alerted of any error condition.

The uptime average for 2021 was 99.98%.

We keep your snapshots for 28 days, you can list your snapshots, explore the contents of each snap and restore any files or folders that may have been accidentally deleted or overwritten.

We do not keep enduring incremental backups or offsite backups of customer data.

Your site is backed up locally at your chosen data centre. Unless you are using our replication feature your files are never copied outside your chosen data centre and we keep no persistent backups beyond the 28-day snapshot cycle.

7 Technical Compatibility and Requirements

Quatrix® is a web-based file sharing service that is compatible with all major browsers, SFTP client software and script components for automated data exchange.

Quatrix is fully compatible with Mac and PC, all major web browsers such as Internet Explorer, Firefox, Safari, Opera, Chrome, etc. and all major SFTP client software.

8 On-Boarding and Off-Boarding Processes

8.1 On-boarding

A Solutions Architect will work with you to analyse your workflows and ensure the optimal configuration of your workflows. You'll be able to take a free trial in which time you can fully test the product(s). We'll assign you an account manager who will walk you through the sign up process and assist with the procurement process.

8.2 Off-boarding

Your account manager will be able to ensure you have access to all your data for off-boarding. Once you have completed any switchover, all data will be destroyed in accordance with yours and our security policies. Your account manager will assist you in finalising billing until the contract expiry date and with any other questions you have.

9 Training

Training for Maytech products is provided via several means:

- Training manual downloadable directly from the Maytech site
- Online video tutorials
- One-to-one training as required for admins

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In practice the solution rarely requires more than a few minutes of training for end-users to be able to exploit the solution fully.

10 Ordering and Invoicing Process

Maytech invoices are available online. Before service is provisioned a PO is required. The minimum service period via GCloud is 1 year. 2 year plans are also available with a 7% discount. Our terms are strictly 28 days from invoice date. Overdue accounts may be terminated without notice.

11 Consumer Responsibilities

Our Acceptable Usage Policy is defined as itemised below

- 1) Whilst using our services you and your authorised users (hereinafter collectively referred to as “you”) must comply with all applicable laws that apply in all relevant jurisdictions.
- 2) You must not, either directly or indirectly, upload, download, possess, process, store, transmit, publish, distribute, circulate or otherwise propagate in any way any material that is:
 - a) Illegal
 - b) Grossly offensive or of an indecent or obscene nature or menacing in character or may be deemed to be so
 - c) Intended or likely to cause annoyance, inconvenience or needless anxiety
 - d) Known by you to be false and misleading.
- 3) You must not infringe the rights of others, including rights of privacy and copyright.
- 4) You must not use the service for the mass distribution of data or as a public download service and you must not publish on a website (or in any other way) login and/or password information that could facilitate this.
- 5) You must not publish or permit to be published, URLs with embedded login and password combinations that facilitate the mass distribution or public download of data.
- 6) Our file transfer services are highly flexible but you must ensure that your configuration is not open to abuse. For example, you may create public logins that do not require passwords and you may configure your site so that some or all uploaded files are immediately visible for download; combining these facilities could leave your site open to misuse. You must therefore only implement such a configuration or similar within a secure password protected area of your website or intranet.

Our acceptable use policy will be updated from time to time and is complimentary to our contractual terms and conditions. The [policy](#) can be found on our website.

12 Termination Terms

Termination of the service can be effective immediately at the end of the contract period. All customer data will be purged from the system as soon as is reasonably possible.

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