



BECHTLE

Chainalysis Reactor

G-Cloud Service Definition

Service Outline

Explore. Investigate. Take Action. Reactor is the investigation software that connects cryptocurrency transactions to real-world entities. Examine criminal activity, such as the movement of stolen funds, as well as legitimate activity like flash loans and NFT transfers.

Chainalysis Reactor is the investigation software that links real-world illicit activity to cryptocurrency addresses and transactions. The user-friendly software combines an intuitive interface with flexible capabilities to understand the flow of funds across the cryptocurrency ecosystem. Reactor is used every day by law enforcement, regulators, financial institutions, cryptocurrency businesses and cyber security firms around the world for investigations.

Backup, Restore and Continuity

The physical security measures relating to Chainalysis software - including data backup, restore, and disaster recovery - are inherited through our hosting provider AWS. AWS pioneered cloud computing in 2006, creating cloud infrastructure that allows clients to securely build and innovate faster. AWS is continuously innovating the design and systems of their data centres to protect them from man-made and natural risks. AWS implements controls, builds automated systems, and undergo third-party audits to confirm security and compliance. As a result, the most highly-regulated organisations in the world trust AWS every day. Specific measures to protect the site (in this case the Frankfurt, Germany based AWS data centre) are:

1. **Perimeter Layer:** AWS data centre physical security begins at the Perimeter Layer. This Layer includes a number of security features depending on the location, such as security guards, fencing, security feeds, intrusion detection technology, and other security measures;
2. **Infrastructure Layer:** The Infrastructure Layer is the data centre building and the equipment and systems that keep it running. Components like back-up power equipment, the HVAC system, and fire suppression equipment are all part of the Infrastructure Layer. These devices and systems help protect servers and ultimately your data;
3. **The Data Layer** is the most critical point of protection because it is the only area that holds customer data. Protection begins by restricting access and maintaining a separation of privilege for each layer. In addition, AWS deploys threat detection devices, video surveillance and system protocols;
4. **The Environmental Layer** is dedicated to environmental considerations from site selection and construction to operations and sustainability. AWS carefully chooses their data centre locations to mitigate environmental risk, such as flooding, extreme weather, and seismic activity.

More information can be accessed on:

<https://aws.amazon.com/compliance/data-center/environmental-layer/>

Onboarding and Offboarding

All customers will have access to a Customer Success Manager that provides onboarding, ongoing support, and if necessary offboarding. Onboarding includes getting access to the software, initial training and then ongoing support.

Service Constraints and Customisation

Maintenance windows are communicated to all customers when necessary. No level of customisation is allowed.

Service Levels and Support Hours

Chainalysis has a global team of in-house, certified Customer Support Specialists who are available 24hrs during the workweek as well as on-call for weekend and holiday emergencies (SEV 1 incidents). We offer customers a variety of ways to contact our team including email, in-app chat, and phone support (dependent upon Support Plan purchased). Response Time SLAs can be found in our Support Policy here: <https://go.chainalysis.com/support-policy>. Typical response times will exceed the defined maximum response times. Replace ResponseAppend ResponsePrepend Response

After Sales Support

Chainalysis provides a CSM as well as a Technical Solutions Engineer in region dedicated to the technical integration of the solution.

Technical Requirements

There are no integration costs for a Chainalysis cloud-hosted solution. There are recommended browsers as part of the Technical requirements. There are no other technical requirements except having an internet connection. Credentials to access the tool through the relevant product's website are provided by the support team.

Outage and Maintenance Management

Chainalysis Reactor is delivered as a SaaS solution, where the customer has no maintenance responsibilities. Our team uses a continuous release cycle updating the apps on a two weeks schedule. Any major updates that could have a customer impact are communicated and coordinated ahead of the release.

Reactor (cloud / browser-based):

- Weekly release cycle
- Product enhancements and feature requests are actively solicited from customers and incorporated into a product feature request backlog
- Newly developed features delivered as part of the weekly release cycle and are available to all customers

Hosting Options and Locations

The Chainalysis Reactor cloud solution is hosted within the Amazon Web Services (AWS) EU-Central (Frankfurt Germany) data centre.

Access to data (upon exit)

All data is deleted upon exit.

Security

Chainalysis Information Security programme is based on industry best practices and guidelines which includes ISO27001 and NIST. Our Risk management programme is also based on the NIST SP 800-37 publication. There Information Security Policy within Chainalysis, and it is made available to staff. In order to protect our internal policies and customers we no longer share these documents externally.

This service is governed by the Chainalysis Master Subscription Agreement and the Chainalysis Support Policy (uploaded as Terms & Conditions)

A link to our standard MSA can be found below:

[Master Subscription Agreement - Chainalysis](#)