# Tekla Model Sharing - Security Whitepaper

## Disclaimer

This document summarizes relevant topics for customer data with Tekla Model Sharing.
The content is subject to change without notice. By signing Customer Order and Software License Agreement (COSLA) the customer agrees that Tekla services and related products are subject to Trimble terms. The content of this document does not revoke this agreement in any part.

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## Scope

This document provides additional information to what is presented in the Tekla Trust Center.

The scope of the information is Tekla Model Sharing solution, including the sharing service. Tekla Structures usage as such is excluded. In case the on-premises Tekla Model Sharing server is used, the customer is responsible for ensuring the security of the Tekla Model Sharing on-premises environment.

# Tekla Model Sharing solution overview

Tekla Model Sharing solution is a service operating on Microsoft Azure platform. Customers create and modify structural models in Tekla Structures software. Several users can join in to collaborate in the same model by using Tekla Model Sharing, and it securely delivers the changes between the specified users over the internet.

A license to use Tekla Model Sharing is granted to customer organizations. Organization administrators can enable/disable the use of Tekla Model Sharing for each of its employees or partners.

Access rights, identity, and licensing for the users are provided by Tekla Online profile service and Trimble Identity service.

Access rights for each shared model are handled inside Tekla Model Sharing.

# Tekla Model Sharing related services

Tekla Model Sharing uses the following services:

**Tekla Model Sharing service** is the main service that handles model change packets and baselines for all clients.

[Tekla Online Status](#) page is a public website showing the current status of Tekla Model Sharing service.

**Tekla Model Sharing Management Console** is a web application for company administrators to manage and control all models shared within their organization.

**Tekla Online licensing system (ATC)** contains Tekla Online profile, which the user creates when first signing in to Tekla Online services. In addition to the user profile information, the ATC contains the user's company (e.g. organization), online licenses and access rights, and authorization to use the Tekla Online services and online licensed products.

**Trimble Identity service (TID)** is an identity service provider for Trimble products, including Tekla products and services. It provides single sign-in and authentication to the services.

**Tekla Online Admin Tool** is a service for organization administrators to manage and control the users and licenses of their organization.

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# Tekla Model Sharing security

The Tekla Model Sharing service is covered by the security measures and processes described in the Tekla Trust Center, including the ISO/IEC 27001:2013 certification. Service-specific details are described in this chapter.

## Cloud security

Tekla Model Sharing service is operating on Microsoft Azure platform. Key points for data security and high availability for Tekla Model Sharing service are:
- data encryption both in transit and at rest
- using Azure PaaS services with automatic patching
- role-based access control
- Azure Security Center
- 24x7 SOC Teams (Azure and Trimble) monitoring alerts.

More information on Azure security can be found in Azure Security white papers.

## Content security

Tekla Model Sharing service utilizes third-party scanning technology for new shared models and notifies of potential malware infections.

# Continuity and disaster recovery

Tekla Model Sharing service disaster recovery is based on Microsoft Azure geo-replication storage: all data is continuously replicated to another data center for disaster recovery.

For more information, please see this document provided by Microsoft:
Geo-redundant storage (GRS): Cross-regional replication for Azure Storage.
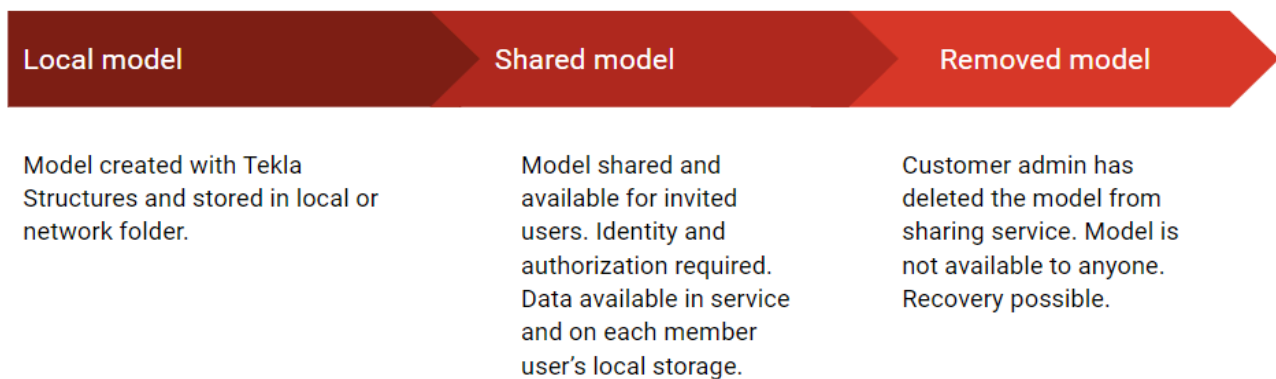
# Customer Data in Tekla Model Sharing

Customer data in Tekla Model Sharing can be divided into *structural model data* and *personal data*.

## Structural model data

The customer organization owns all shared models created by their users. The owner has control over inviting users and setting their roles in a shared model. Only specified users can access the data.

Only authorized Trimble personnel have access to model data in the sharing service.

Model changes and baselines are transferred, encrypted, and stored with the highest security protocols. The stored model data is encrypted. We recommend using supported versions (the two latest Tekla Structures main releases).

| Local model | Shared model | Removed model |
|---|---|---|
| Model created with Tekla Structures and stored in local or network folder. | Model shared and available for invited users. Identity and authorization required. Data available in service and on each member user's local storage. | Customer admin has deleted the model from sharing service. Model is not available to anyone. Recovery possible. |

Tekla Model Sharing service is not a backup or archiving solution. If you want to keep permanent copies of your shared models, we recommend that you archive your completed projects outside of the Tekla Model Sharing service.

## Personal data

The Tekla Online profile and Tekla Model Sharing contain the following personal data of users.

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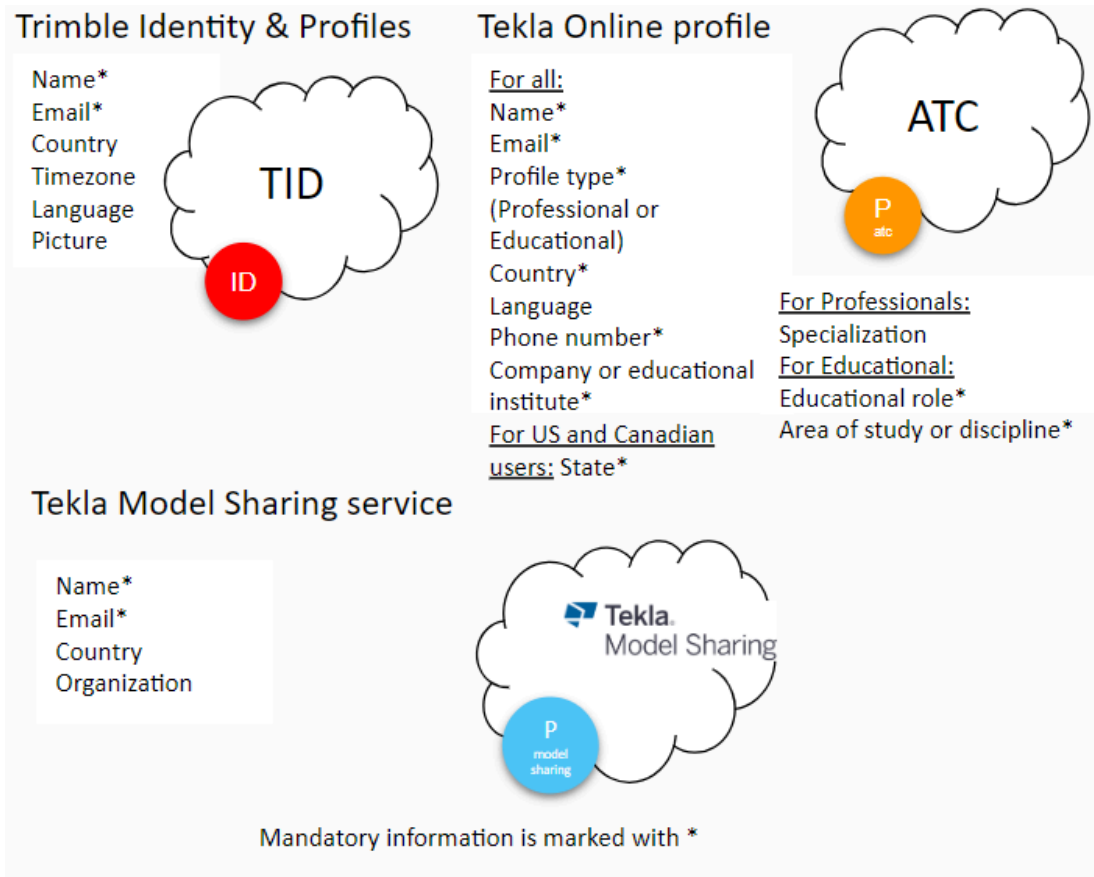FINLAND

Image 1. Personal data in Tekla Model Sharing

Upon creating a new Tekla Online profile, the user provides mandatory personal data such as name and email.

When signing in to Tekla Model Sharing, the Tekla Online profile data (*Name*, *Email address*), user's organization, and the user's access rights are synchronized to the service profile.

## Access to personal data

Access to personal information in Tekla Model Sharing is restricted to authorized personnel in Trimble Finland and related resellers only.

We process and protect all personal data according to the descriptions in the Privacy Notice.

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# Tekla Model Sharing data center geographical location

Tekla Model Sharing uses the Microsoft Azure cloud infrastructure which is generally available in 60+ regions in 140 countries.

Tekla Model Sharing organization administrators can select where the model data is stored and accessed for each organization. However, note that the model metadata (such as the model name, version, and users in the model) is stored in a service that is only deployed in Europe.

Tekla Online profile and Trimble Identity service use the Amazon Web Services (AWS) global cloud infrastructure, which is available around the world.

The data center locations of the services are:

| Service | Location | Service provider and region |
| --- | --- | --- |
| Tekla Model Sharing service (models) | V. 2024-: selectable North America, Australia, Asia, and Europe. Previous versions: Ireland | Azure |
| Tekla Model Sharing service (backup) | V. 2024-: according to user selection but in a different city/country. Previous versions: Netherlands. | Azure |
| Tekla Model Sharing service model metadata (personal data) | Ireland | Azure North Europe |
| Tekla Online licensing and Profile system (ATC) | Ireland | AWS Europe (Ireland) |
| Tekla Online Admin Tool | Ireland | AWS Europe (Ireland) |
| Trimble Identity service | Selectable US, EU, UK, or AU for non-federated users | AWS |

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# Contact Information

If you have any questions or need more information, please don't hesitate to contact your local [Tekla support](Tekla support) for additional information.