Tekla Subscription Tool - Security Whitepaper

Disclaimer

This document summarizes relevant topics for customer data with Tekla Subscription Tool. 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 document is the Tekla Subscription Tool application which is provided as an option to users of old Tekla Structures versions.

Tekla Subscription Tool overview

Tekla Subscription Tool is an application that allows our customers on subscription to use Tekla Structures versions older than 2019. This service allows users to sign in, activate a license, and then run Tekla Structures versions 2018i and older without any changes/updates. Newer versions can be used at the same time. Old license servers will no longer be needed, and customers can retire them.

Tekla Subscription Tool desktop application relies upon connection to a service hosted on Amazon Web Services (AWS) cloud.

Tekla Subscription Tool related services

Tekla Subscription Tool application uses the following services in addition to its own AWS service:

Tekla Online licensing system (ATC) contains Online profile that 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 the use of the Tekla Online services and online licensed products. ATC is ISO 27001 certified.

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. Trimble Identity is ISO 27001 certified.

Tekla Account Service (TAS) connects online licensing to the desktop products in the most recent versions of the products. It mitigates dependencies between the ATC and the desktop products and creates an additional layer of availability for users.

Tekla Subscription Tool security

Tekla Subscription Tool is covered by the security measures and processes described in the Tekla Trust Center. This chapter describes service-specific details.

Cloud security

Tekla Subscription Tool is operating on Amazon AWS platform. We ensure infrastructure security and high availability of our cloud solution by implementing e.g. following measures to the infrastructure: hosts with automatic patching, role-based access control and security groups, and 24x7 SOC Team monitoring alerts. Solutions are architected for resilience and high availability.

General information on AWS security can be found in [AWS Whitepapers & Guides](#)

Personal data in Tekla Subscription Tool service

Personal data

Tekla Subscription Tool cloud service contains some personal data of users.

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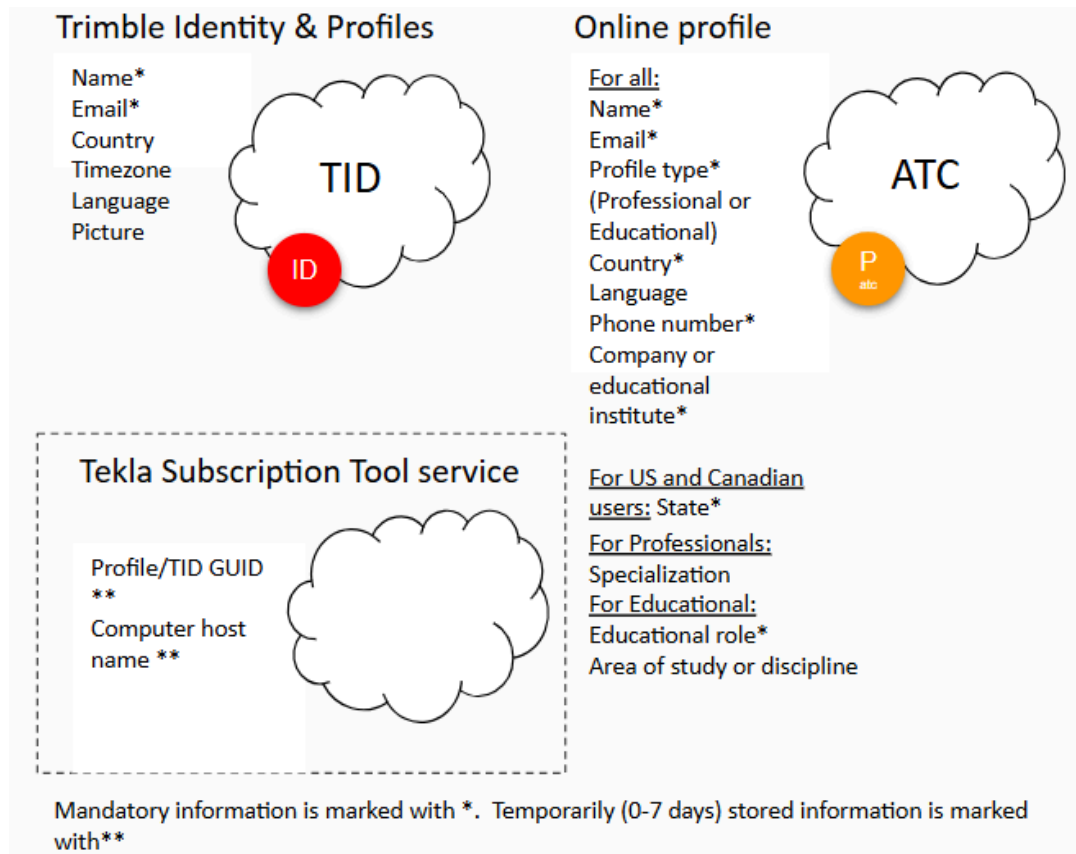FINLAND   Domicile: Espoo

Image 1. Personal data in Tekla Subscription Tool and related services

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

Access to personal data

Access to personal information in the Tekla Subscription Tool is restricted to service administrators and support personnel.

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

Tekla Subscription Tool data center geographical location

We use the Amazon Web Services (AWS) global cloud infrastructure which is available worldwide.

The AWS infrastructure is designed to deliver a flexible, reliable, scalable, and secure cloud computing environment with high-quality global network performance.

The data center locations of the services are:

Service	Location	Service provider and region
Tekla Subscription Tool	Ireland, Oregon	AWS Europe (Ireland) AWS US (Oregon)
Tekla Online licensing and Profile system (ATC)	Ireland	AWS Europe (Ireland)
Tekla Account Service (TAS)	USA, Germany, Singapore	AWS
Trimble Identity service	Selectable region US, EU, UK, or AU for non-federated users	AWS

Contact information

If you have any questions or need more information, please don't hesitate to contact your local Tekla support.