Tekla User Assistance - Security Whitepaper

Disclaimer

This document summarizes relevant topics for customer data with Tekla User Assistance. 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 Tekla Software Terms and Conditions. The content of this document does not revoke this agreement in any part.

Table of contents

Scope

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

The scope of the information is the Tekla User Assistance services which are part of Tekla Online Service portfolio.

Tekla User Assistance overview

The Tekla User Assistance service is a self-service content portal containing the learning material, product documentation, knowledge base articles, video tutorials and additional support content applicable to Tekla products.

Users are able to submit support requests to their local support and provide feedback regarding the content and regarding Tekla products via the Tekla User Assistance service.

Tekla User Assistance related services

Tekla User Assistance service uses the following services:

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 the use of 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. Trimble Identity is ISO 27001 certified.

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

Tekla User Assistance security

The Tekla User Assistance 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 User Assistance service operates on Amazon AWS platform. We ensure infrastructure security and high availability of our cloud solution by implementing e.g. following measures to the infrastructure: hardened Linux hosts with automatic patching, isolated VPC,

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Role-based access control and security groups, and 24x7 SOC Team monitoring alerts. Solutions are architected for resilience and high availability and have AWS Shield and AWS WAF Protection.

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

Personal Data in Tekla User Assistance

Personal data

The Tekla Online profile and Tekla User Assistance contain personal data of users.
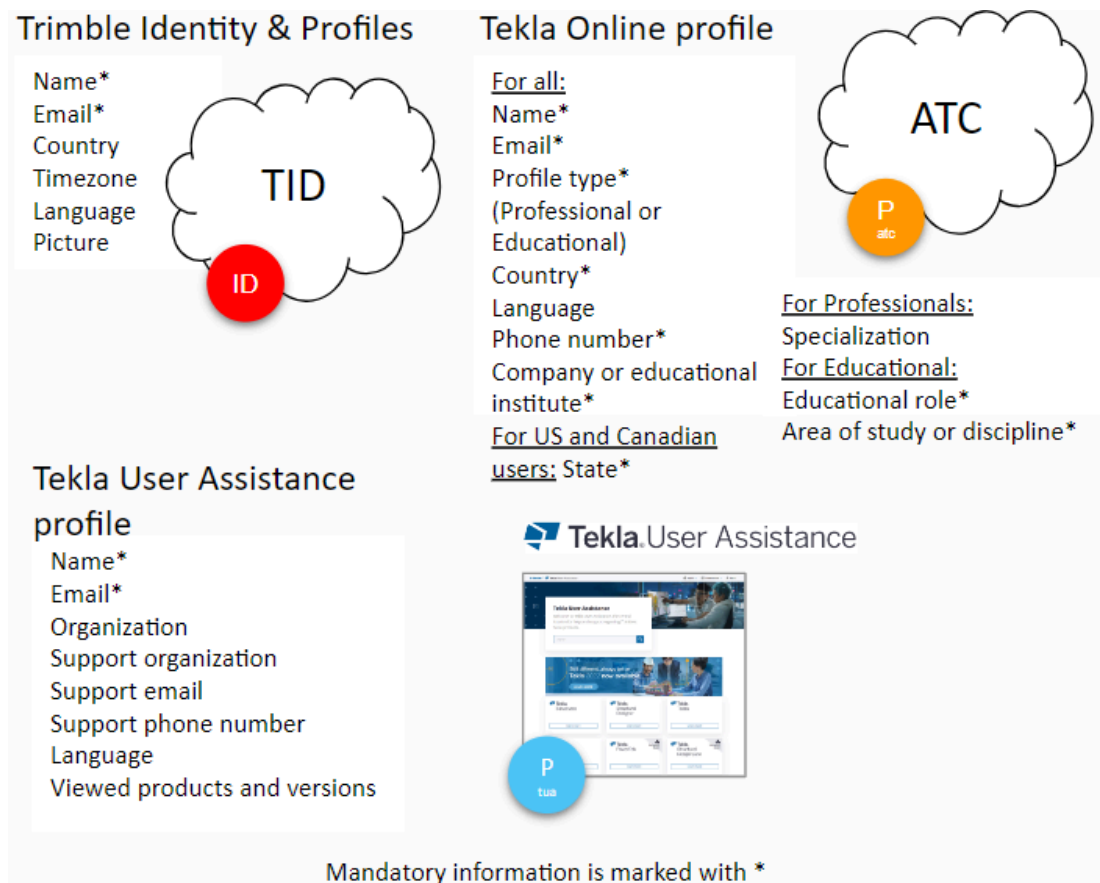

Image 1. Personal data in Tekla User Assistance and related services

Upon creating a new Tekla Online profile, the user provides mandatory personal data (such as name and email) and agrees to the Terms of Services.

When signing in to Tekla User Assistance, the Tekla Online profile data, user's organization and related data such as user's access rights are synchronized to the service profile.

Access to personal data

Users cannot view any profile information of other users.

Access to the full personal profile in Tekla User Assistance is restricted to service administrators and support personnel only.

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

Tekla User Assistance service data center geographical location

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

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

The data center locations of the service are:

Service	Location	Service provider and region
Tekla User Assistance service	Ireland	AWS Europe (Ireland)
Tekla Online lisencing 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](#).