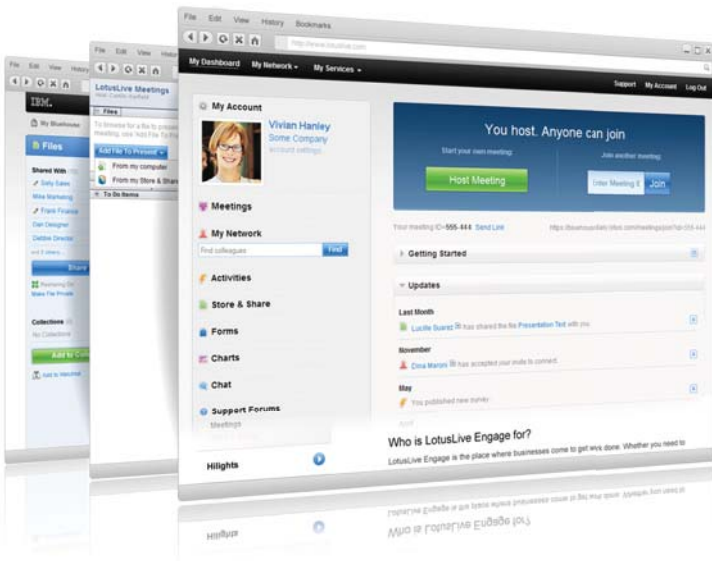# IBM Lotus**Live**™ Engage

IBM Security You Can Rely On

With a trusted partner like IBM, you can communicate and collaborate in the cloud with confidence.

At IBM, we know businesses rely on us to keep their data safe and secure. That's why we created LotusLive Engage with security in mind. Our security controls provide privacy and controlled authorization to sensitive information without slowing down business operations. LotusLive Engage protects your information through its security-rich infrastructure, policy enforcement in the application and human centered security. With LotusLive Engage, you can exchange information and collaborate online knowing you have IBM's state-of-the art security on your side.

The Data Center

LotusLive Engage is deployed in a hardened data center, providing physical protection to our systems and data. We use a myriad of security controls to eliminate or prevent physical access to our systems.

- Biometric controls are used on all physical access points to ensure only authorized personnel have access.

- CCTV monitoring and recording provides additional protection from security breaches.

- Security officers are on premises 24 hours a day.

- Strong fire prevention systems, electrical monitoring systems, earthquake dampers, and solid construction practices prevent the impact of natural disasters interrupting the service.

- Power is fed from multiple points in the public power grid and protected with redundant sources.
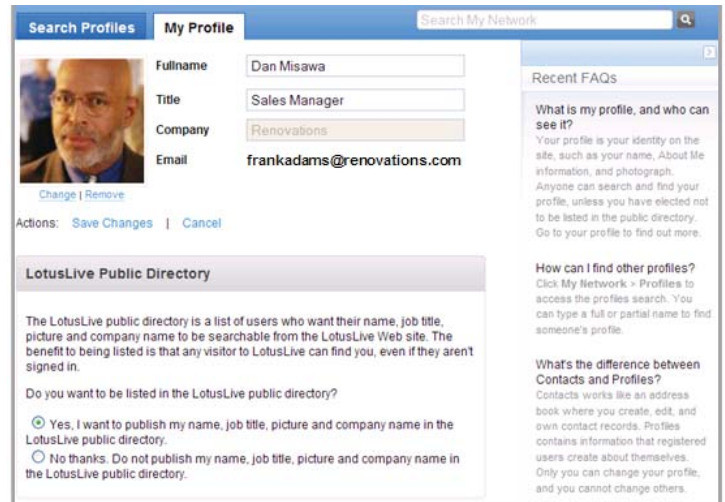
The Network

Network security is provided by high performance, state-of-the-art firewalls.

- All client communications are encrypted with 128 bit algorithms, through SSL (Secure Socket Layer) on HTTP calls, and through RC2 in our Sametime Instant Messaging protocol.

- System backups leverage 128-bit AES encryption.

- Real time Antivirus support services provide on demand scanning capabilities for the LotusLive environment.

- A robust commercial AV product is deployed not only on the system servers, but within the application to provide immediate real time scanning on file storage and sharing.

Secure Your Collaboration with Application-Based Policy Enforcement

The LotusLive authentication policy is provided by IBM Tivoli Access Manager Software, which provides single sign-on for registered users to all LotusLive components and authenticates those users to each other.
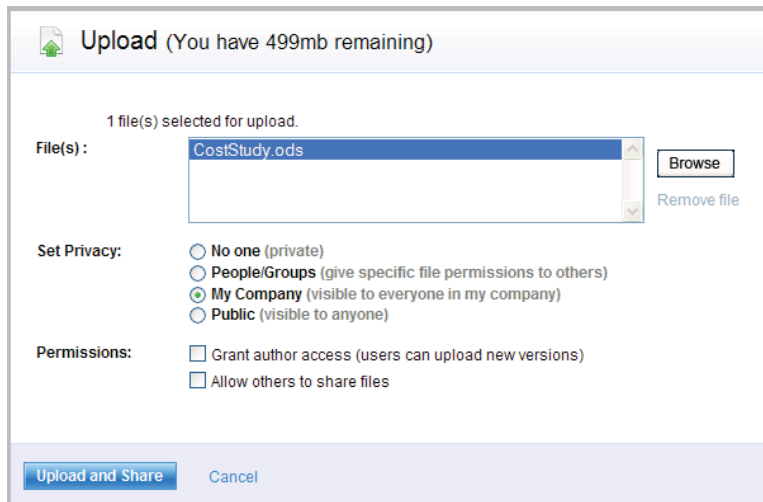
- Unregistered (and unauthenticated) users can join meetings only.

- A directory of subscribers within a specific LotusLive registered organization is available only to the members of that organization.

- Either the user or the administrator can prevent personal contact information from being shared with users outside of the organization.

Users can decide not to publish their contact information to the public directory.

To protect users from spam and phishing attacks, a user's email address is only shown to others in the organization through the organization's directory, and to external audiences only after the user explicitly agrees to "connect" with them. A registered user's email address is their confirmed and verified personal identifier. To complete their LotusLive registration, users must prove they control their registered email address by following a URL with a randomly generated nonce (non-recurring number) sent to that address.

Users can keep files private, share them with individuals, the entire company or make the file visible to anyone on the LotusLive public network.

Security Preferences You Control

You know your company best, so one knows better than you what to share with whom and what to keep private. For each uploaded file, there is a single view where you can easily see all sharing and upload information. The view shows who the file has been shared with, who has downloaded which version, and what comments have been made on a file. You can change the file itself or the sharing and control state. A newly uploaded file is always private by default, reducing the potential for mistakenly sharing work in its early stages. Users can change the settings at any time. Our human centered approach to security makes managing security preferences easy even for the average user.

To learn more about LotusLive Engage, visit www.lotuslive.com or Contact Sales (800)-647-2815.