# Available. Reliable. Scalable. Secure.

Manufacturers require **predictable business continuity**, **maximum production uptime**, and **tight security controls**. Plex, by Rockwell Automation delivers a SaaS-based smart manufacturing platform designed to exceed customer expectations in all three areas.

Security & GRC Management
- Operational Controls
- Technical Controls

AVAILABLE

RELIABLE

SCALABLE

SECURE
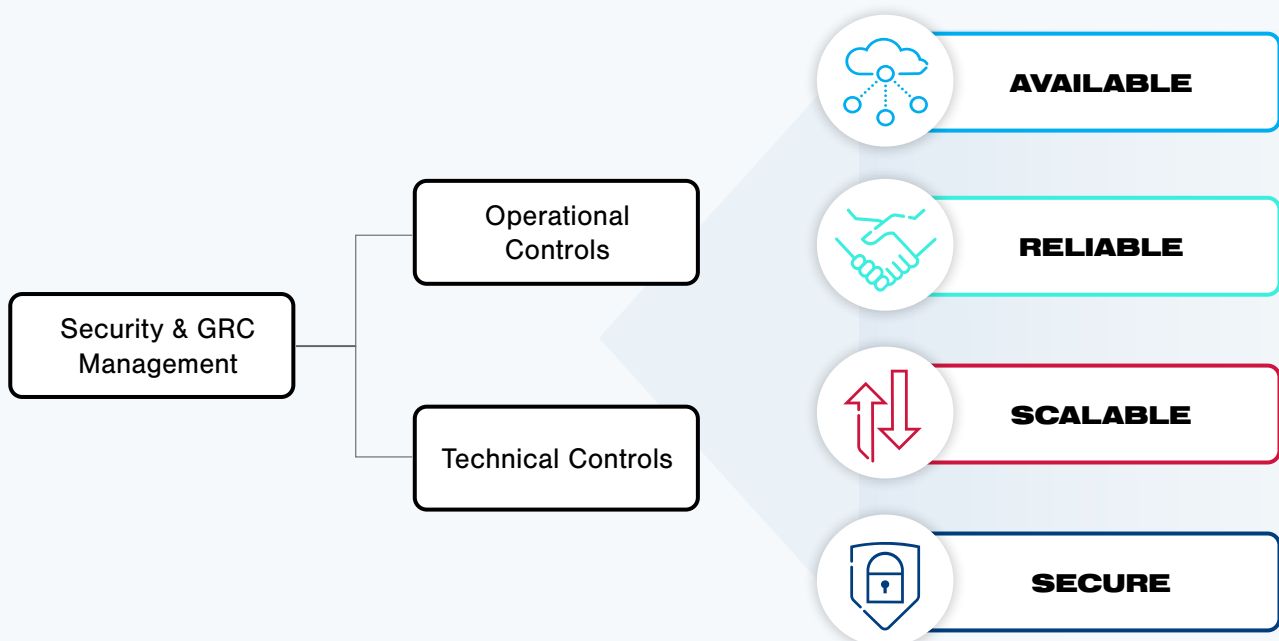
Best-in-Class Availability Standards

For the past five years, Plex has held strict, industry leading, availability standards with an SLA promise to meet 99.9% annual availability. We've met and exceeded our contracted availability year after year, **never dropping below 99.99%**. That's approximately eight minutes of total unplanned downtime in a single year. Consider whether your existing systems can achieve that year over year, and the resource allocation it would take to do that.

	CONTRACTED AVAILABILITY	ACTUAL AVAILABILITY
2018 Availability	**99.9%**	**99.998%**
2019 Availability	**99.9%**	**99.994%**
2020 Availability	**99.9%**	**99.999%**
2021 Availability	**99.9%**	**99.995%**
2022 Availability	**99.9%**	**99.996%**

Data Centers

Plex runs out of Tier 3 and above data centers (which guarantees 99.9% uptime), including one site which is the only Tier 5 platinum certified data center in the world. The data centers provide 24 x 7 security and monitoring, along with environmental controls (redundant power, climate control, flood protection and proofing, etc.) with redundant connections to network service providers to keep you running even with typical sporadic network interruptions.

Plex's operations include data replication from the primary sites to the redundant/backup sites which happens continuously. Should an event occur, a failover is triggered, disruption is minimized, and recovery is automatic. For archival purposes, we also maintain a separate copy of data stored at the backup sites, which could be used to recover data deleted or modified unexpectedly by a customer who wishes to restore it (think of a deleted file as an example). That archival data is stored on a retention cycle for up to one year.

Plex Data Center Tiers

PLEX

TIER 1

TIER 2

TIER 3

TIER 4

TIER 5

System Monitoring

With Plex, security monitoring exists on all layers of our infrastructure. Our monitoring tools provide a combination of presence, health, and functionality checks to ensure safety and security of your systems and rapidly escalate any potential security threats. While Plex maintains a dedicated team with multiple full-time employees, we also leverage a third-party who supplements our security operations team and helps us provide 24 x 7 security event monitoring. Plex further leverages world-class, enterprise-level monitoring tools alongside logging and monitoring solutions to ensure the system is performing as expected and remains available and responsive in addition to aiding with future capacity planning. On top of all that, our system is constantly tested for vulnerabilities and resilience.

SOC 1 and SOC 2 Reports

What is SOC 1 and SOC 2?

System and Organization Controls (SOC) reports are designed to help service organizations build trust and confidence in the services they offer, and the controls related to those services.

SOC 1

Report on controls at a service organization relevant to user entities' internal control over financial reporting.

SOC 2

Report on controls at a service organization relevant to security, availability, processing integrity, confidentiality, or privacy. SOC 2 audits are comprised of a pre-determined set of control objectives. For compliance, Plex describes how we specifically meet those requirements and then are tested on them by third-party, independent auditors.

WHY IS IT IMPORTANT?

SOC reports are so important **because they give companies assurance that their service providers are operating in a secure, ethical, and compliant manner**. SOC 1 reports reinforce that Plex meets standardized financial reporting capabilities, which gives Plex customers confidence as they perform their own financial audits. SOC 2 reports are more targeted towards information security and designed to demonstrate alignment with best practices in information security.

By having SOC 1 and SOC 2 compliance, Plex demonstrates its ability to operate in an ethical and compliant manner in security, availability, processing integrity, confidentiality, and privacy controls related to financial reporting, and controls related to cybersecurity.

ISO 27001 Certification

What is ISO 27001?

ISO 27001 is the leading international standard on information security management systems (ISMS) published by the International Organization for Standardization (ISO)—the world's largest developer of voluntary international standards—and the International Electrotechnical Commission (IEC)—an international standards organization that prepares and publishes international standards for all electrical, electronic, and related technologies.

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Plex's commitment to ensuring the integrity of our data and our customer's data has been paramount in our overall security strategy. Achieving this ISO certification reinforces our trust in Plex to protect our data and ultimately exceed the expectations of our customers to protect their data as well."

Tareq Falah, Vice President, IT/IS
at **Creative Foam**

WHY IS IT IMPORTANT?

This achievement reiterates **Plex's long-standing commitment to maintaining the best security practices for its employees and customers**, and further solidifies the company as a leading provider of secure smart manufacturing solutions. By undergoing this rigorous process, Plex demonstrates its commitment to mitigating risks, safeguarding data, and continuous improvement of its information security management system.

The ISO 27001 certification provides customers with additional trust, confirming that Plex will continue meeting increased security requirements while giving them confidence that the organization is maintaining best-in-class security standards.

Security Checklist

As a manufacturing software customer, you must make sure the system you are adopting meets specific security requirements to ensure a robust, safe, and secure plant. As you evaluate your options, here is a security must-have checklist to consider:

- ☐ SOC 1 report
- ☐ SOC 2 report
- ☐ ISO 27001 certification
- ☐ Robust investment in security team and tooling
- ☐ Fully redundant and resilient network architecture
- ☐ Continuous data replication from primary data center to redundant sites
- ☐ Constant security monitoring and patching
- ☐ Tested failover procedures
- ☐ Security review during new code planning and development
- ☐ Dedicated security operations center team for 24 x 7 threat monitoring
- ☐ Third party system monitoring and vulnerability testing
- ☐ 'A' rated SecurityScorecard security report
- ☐ Guaranteed 99.9% uptime (SLA promise)

Plex, having been delivered in the cloud for more than twenty years, is the leading software-as-a-service, cloud-native smart manufacturing platform operating at scale. Plex offers applications in advanced manufacturing execution, supply chain visibility, and quality management across discrete, hybrid, and process industries. And our modern, cloud-based manufacturing execution system is easy to implement, use, and maintain. The platform is designed to accelerate your digital transformation and improve visibility into end-to-end production systems. Learn more at www.plex.com