



Four Key Considerations When Choosing a Cloud-Based Engineering Tool Provider

1. What is the uptime service level agreement (SLA)?

- a. Cloud-based software providers should be able to report their uptime at any given time and show the history of the uptime over a year.
- b. Jama Software® publicly shows our cloud status on a minute-to-minute basis at <https://status.jamasoftware.com>

2. Does the provider operate in a high availability environment?

- a. It's not enough to have your application hosted in a major cloud (AWS, Azure, GC), the provider must design their infrastructure to be fault tolerant and adaptable to different failure scenarios.
- b. Cloud software providers like Jama Software provide a cloud architecture diagram that shows fault tolerance and no single point of failure.

3. How does the provider protect you in the event of a disaster?

- a. While cloud services are incredibly robust, things do happen. A fully documented, tested, and validated disaster recovery plan is essential to any cloud software provider's continuity of service.
- b. Jama Software has a disaster recovery plan that specifies RPO and RTO objectives and it is tested at least annually in a production environment scenario.

4. What security guarantees does the cloud software provider make?

- a. While the underlying cloud infrastructure is incredibly secure, the software provider must take steps to secure their application. Static and dynamic scans, PEN tests, and cloud best practices (OWASP) all play a role in securing the software and your data.
- b. At Jama Software we take security seriously and protecting our customers' data is our highest priority. We code with [Open Web Application Security Project \(OWASP\)](#) best practices, host in a secure AWS cloud, perform daily static and dynamic scans, PEN test (third-party) twice a year, and are the only requirements management platform on the market with a SOC 2 Type 2 certification.

Download the complete whitepaper: *Five Advantages of Cloud Over On-Premises for Your Requirements Management and Traceability Solution* >>>



Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries. To learn more, visit us at: jamasoftware.com.