Jama **connect**® Cloud Deployment Options

The future requires scalability, security, flexibility, and agility — Jama Software's multi-tenant cloud offerings support them all.

As product development has become increasingly complex to manage across siloed teams and tools, the need for organizations to cost-effectively adapt and scale is increasingly important. Jama Connect® is the only requirements management platform that creates Live Traceability™ through a multi-tenant cloud deployment. Jama Software offers a scalable, highly available, secured environment to meet today's complex development challenges and rigorous security standards.

The Value of the Jama Software Standard Multi-Tenant Cloud

The multi-tenant cloud allows your business to operate more efficiently, be maintenance-free, and easily scalable to adapt to changes and growth. Here are some key benefits:

Lowers your costs. Operations, maintenance, upgrades, and scaling are done across the infrastructure base. Backups, disaster recovery, and upgrades are simple, single operations, which reduces the multiplicative risk of individual operations and lowers the overall total cost of ownership (TCO).

Uses resources more efficiently. A single-tenant cloud often leaves extra resources on the table. And since you're paying for all of it whether you use it or not, excess computing power is wasted. A multi-tenant cloud allows you to use only what you need and pay less to access it.

Gets you up and running faster. Getting up and running fast is important whether you're a large enterprise, a smaller business, or a start-up. With our multi-tenant cloud, you get access to Jama Connect in a matter of hours, and it scales automatically as you grow.

Updates are seamless. A multi-tenant cloud handles all your upgrades and updates, so you are free from disruptions and the additional costs associated with staying current.

Backups and restoration are simplified. A multi-tenant cloud backs up relevant data and resources, supporting business continuity and resilience planning.

All the Benefits Plus Added Control with Our Customer Validated Cloud Package Upgrade:

With this upgraded package, customers benefit from Jama Software®'s best-in-class cloud hosting and global performance — scale, response times, usage, and interoperability — while also having ongoing access to the resources needed for critical validation activities, and a release cadence catered to industry-leading validation strategies. The Jama Connect Customer Validated Cloud Package is an Amazon Web Services (AWS) cloud offering.

How Multi-Tenant Cloud is Superior to Single-Tenant Cloud Deployments

	SINGLE-TENANT CLOUD	MULTI-TENANT CLOUD
Maintenance and backups	You or the cloud provider handles them, and a large amount of IT resources is required.	Your vendor takes care of all maintenance and backups.
Updates and patches	Responsibility for upgrades and patches rests with you, and it is time-consuming.	The vendor handles ongoing updates at no extra cost to your business.
Disaster recovery	The cost is high, and the process is managed by your company.	The cloud provider handles support at no additional cost.
Scaling based on business needs	You must invest extra money and resources to increase capacity.	You can expand as needed with unlimited computing power.

Benefits of Jama Connect's Customer Validated Cloud:

- Hosting in a separate AWS bulkhead reserved only for our Customer Validated Cloud customers
- Jama Connect releases provided bi-annually, approximately six months apart
- Customers are provided an advanced time window and a sandbox environment to validate semi-annual releases before they go into production
- Access to the Jama Connect Validation Kit

Additional Services (included with a subscription to a Jama Software Success Program):

- Jama Connect Validation Kit Training
- Jama Connect Migration to Customer Validated Cloud
- Validation Release Notes Consultation
- Validation Guidance

JAMA SOFTWARE CLOUD FEATURE BENEFITS

- **Uptime service level agreement (SLA):** Jama Software® publicly shows our cloud status on a minute-to-minute basis at status.jamasoftware.com

- **High-availability environment:** Cloud software providers like Jama Software provide a cloud architecture diagram that shows fault tolerance and no single point of failure

- **Protection and peace of mind:** 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

- **Reduce risk:** Best-in-class SOC2 Type 2 compliant solution

- **Affordable:** Our multi-tenant cloud reduces the multiplicative risk of individual operations and lowers the overall total cost of ownership, saving you money

- **Industry-leading requirements management & Live Traceability Solution:** View product and system requirements, understand their statuses, and take immediate action to close gaps

AWS GovCloud (US)

Jama Software's Connect application is available on AWS GovCloud (US) through managed hosting by our partner Vantage ALM (formerly Sterling PLM).

Jama Software® recognizes the importance our customers place on security. Organizations such as the government, their contractors, and vendors are all aware that protecting sensitive data is not just an organizational process, but is a matter of national security. For organizations that are looking to comply with security requirements but need the convenience of managed hosting, Amazon Web Services (AWS) is the perfect fit. By choosing managed hosting with AWS, organizations can reduce extra spending on internal IT resources and protect their sensitive data from data spillage.

The most common security compliance requirements Jama Software customers ask for that are satisfied by AWS GovCloud:

- US International Traffic in Arms Regulation (ITAR)
- Department of Commerce Export Administration Regulations (EAR)

- Department of Justice Criminal Justice Information Systems (CJIS) Security Policy
- Department of Defense (DoD) Cloud Computing Security Requirements Guide (SRG) for Impact Levels 2, 4 and 5

We Take Security Seriously

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, regularly performed PEN tests, and are SOC 2 Type 2 certified. Jama Software is the only vendor in the requirements management and traceability space that is SOC 2 Type 2 compliant both on the application layer and the data center offerings. Additionally, Jama Connect is the only requirements management solution that is deployed via multi-tenant cloud.

Suitably validated by TÜV SÜD for safety-related development

Jama Software® codes with OWASP best practices

Jama Connect is SOC2 Type 2 certified in both the server and application

Ensures strong privacy management practices

Transport Layer Security (TLS) ensures data transferred is secured and encrypted

To learn more about Jama Connect cloud deployment options, get started by contacting us today!

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. Visit us at: jamasoftware.com