



# Polycea Sovereign Hosting for Jama Connect®

*Your trusted European partner for secure and sovereign application hosting*

**Our hosting solution is built on a foundation of security, sovereignty, and reliability.**

## Certified Sovereign Infrastructure

We host your Jama Connect instance on a certified SecNumCloud 3.2 infrastructure. This certification, delivered by the French National Authority for the Security of Information Systems (ANSSI), guarantees a high level of sovereignty and security for sensitive data.

## Guaranteed Territoriality

Your data is hosted exclusively in data centers located in Europe, ensuring it is not subject to extraterritorial jurisdiction from non-European countries.

## Complete Isolation

We provide state-of-the-art horizontal isolation, protecting the resources dedicated to your Jama Connect instance from any unwanted access.

## Advanced Operational Security

Your instance is protected by a high level of technical security to prevent intrusions and unauthorized data sharing.

## Flexible Hosting Options

While our fully integrated offer utilizes the Outscale cloud, we also support deployment in your own sovereign infrastructure or with other certified cloud providers (OVH, Cloud Temple, S3NS). We can also host additional applications to provide a fully integrated and sovereign work environment.

### KEY FEATURES OF OUR HOSTING SOLUTION

- **SecNumCloud 3.2 Certified by ANSSI:** France's gold standard for sovereign security
- **100% European Data Centers:** Your data stays on EU soil, always
- **Shielded from Foreign Jurisdiction:** No non-European extraterritorial reach
- **Complete Horizontal Isolation:** Dedicated resources, locked down against intrusion
- **Flexible Deployment:** Outscale, your own infrastructure, or OVH, Cloud Temple, and S3NS

## The Polycea Advantage

By choosing Polycea, you gain a partner with proven knowledge and experience.

**Expert in Sovereign Cloud:** We have extensive experience deploying and operating IT infrastructure on European sovereign cloud platforms and are a certified Outscale partner.

**Your EU Trusted Partner:** Polycea is a Paris-based company with European shareholders. Our dedicated team consists of European citizens, and we hold a “Service France Garanti” certification.

**We Adapt To Your Needs:** We can tailor your Jama Software installation to meet specific requirements, including security protocols, air-gapped environment with VPN-only access, SLAs, and data migration support.

*With a history of successful, large-scale Jama Connect deployments for European clients, we maintain a direct line of communication with the Jama Software support team to ensure swift issue resolution.*

## Technical Specifications & Service Level Agreement (SLA)

We provide a fully managed hosting service to ensure an enterprise-grade level of service and peace of mind. Our standard SLAs serve as a baseline and can be tailored to meet your specific operational requirements — including 24/7 support, custom recovery time (RTO), and more.

SERVICE LEVEL	COMMITMENT
Availability (SLA)	99.5% during business hours (Mon - Fri, 8:00 - 17:00 CET)
Recovery Time (RTO)	8 hours or less in case of a critical failure.
Recovery Point (RPO)	Our standard offer includes data backups. Data loss is limited to 24 hours or less in case of downtime.

## Security Maintenance

We proactively manage system security to protect against emerging threats.

- **Critical Vulnerabilities:** Patched within two business days of detection.
- **High-Level Vulnerabilities:** Patched within 10 business days of detection.
- **Other Vulnerabilities:** Addressed during quarterly maintenance cycles.

## Our Fully Integrated Offer on Outscale Cloud

Our primary offering provides a seamless, single-contract solution for your Jama Connect instance.

**Partner:** Outscale, a subsidiary of Dassault Systèmes.

**Certifications:** SecNumCloud 3.2, SOC2, ISO 27001, 27017, 27018, CISPE.

### Benefits:

- A single contract and financial commitment for your entire Jama Connect service.
- Polycea manages the deployment on our dedicated infrastructure hosted on Outscale.
- Guaranteed state-of-the-art isolation from other services.

This integrated approach simplifies procurement and management while delivering the highest standards of security and sovereignty.

## TECHNICAL HELPDESK

Our expert technical helpdesk is available to assist you during business hours  
(Monday-Friday, 8:00-17:00 CET)

## CONTACT US

To learn more about our sovereign hosting solutions for Jama Connect and receive a customized pricing proposal, please contact us.

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## ABOUT JAMA SOFTWARE

Jama Software is focused on accelerating product velocity with AI-driven development across multidisciplinary engineering organizations. Using Jama Connect, engineering organizations can now adopt AI-driven development while intelligently managing the complexity and compliance of parallel development, automated pipelines, and industry standards. Our rapidly growing customer base spans aerospace & defense, automotive, medtech & life sciences, semiconductor, industrial manufacturing, consumer electronics, infrastructure, robotics, and energy. For more information about Jama Connect services, please visit [www.jamasoftware.com](http://www.jamasoftware.com).