

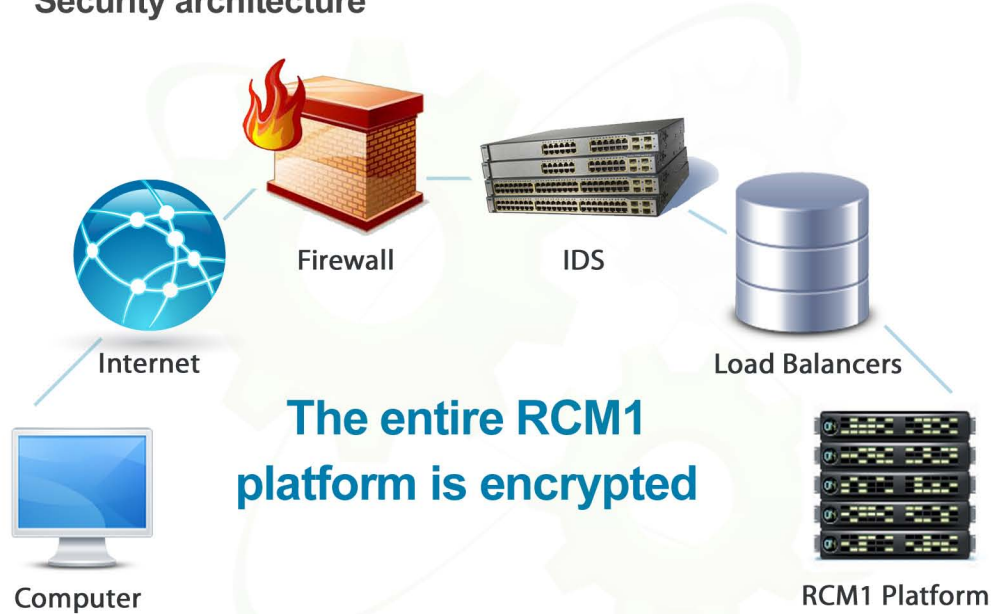


Security overview

# Security is our top priority

More than 70,000 real estate professionals around the world use RCM to share, distribute and access content through our transaction management platform. We adhere to the highest industry standards for security at every level of the RCM1 experience. You can share, manage and track your content with confidence.

## Security architecture



RCM1 Sales  
888.440.RCM1  
www.rcm1.com

We strive to provide a 99.99% network uptime , RCM1 customers benefit from:



**Data encryption on transfer**  
Data is encrypted using SSL on transfer, and tracked by end users IP and email address.



**SAS 70 Type II / SSAE 16**  
RCM1 servers are fully redundant and housed in SAS 70 Type II audited facilities.



**Administrative auditing**  
Manage users, groups and access permissions. Track file and user activity.



**Comprehensive reporting tools**  
Generate and customize reports on user and file activity.



**Sophisticated user password policy enforcement**  
Enforced requirements, and forced resets.



**PDF Watermarking**  
Option for customers to watermark PDF documents with users, name, company, IP Address, date and time viewed.



**Controlled access**  
Define editing, viewing, uploading permissions. Easily add team members, create groups, and send alerts.



**Digital Rights Management (DRM)**  
DRM allows customers to instantly revoke access rights; even to those files already downloaded and saved.



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## Absolute security at every level, for every user

RCM1 commits extensive resources to the security, monitoring, maintenance and stability of our infrastructure. This includes:

- Highly scalable and fully redundant online infrastructures
- Constant monitoring of production systems
- Ongoing threat assessments
- Rapid deployment of industry-standard security technologies

As a leading provider of transaction management and Virtual Deal Room™ services, RCM1 maintains rigorous controls to provide our clients with continual security and reliability .

## Protection at the application level



- Files uploaded to RCM are private by default - you control what is shared
- Shared files can be made private at any time
- Unique, randomly-generated IDs are applied to links for shared files
- Search engine and robot indexing of public files is blocked

## Protection at the network level



- Servers reside behind sophisticated firewalls that selectively grant access to network resources
- External penetration testing performed for system security and validation
- Multiple internet backbone connections provide routing redundancy and high performance connectivity
- Intrusion Detection System (IDS) continuously monitors network traffic

## Protection at the facilities level



- Servers hosted in redundant facilities, which are automatically backed up to a geographically-separated site.
- Data centers implement ongoing audits, 24/7/365 monitoring and surveillance, on-site security staff, and strict access controls.
- Power systems feature multiple power feeds, UPS devices and backup generators ensure continuous operation
- Environmental systems have N+1 redundant configuration to ensure fault tolerance

*“The product and services provided by RCM are superior, providing our team with 24/7 service if necessary. Their VDR provides the KSL Management Team a professional way to distribute all internal resort documentation (financial and other due diligence) and solves our problem of securely needing to share specific sets of documents with investors, lenders and other people outside of our corporate firewall.”*

Attorney Team  
KSL Resorts – La Quinta, CA

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