

Keysight Technologies

Infoline Instrument Management
Security, Reliability and Privacy

Product Fact Sheet

Infoline IM Hosted Web Application

Keysight Technologies, Inc. Infoline IM is offered as a hosted web application, providing easy to use tools to optimize management, reduce cost of ownership and improve usability of your test equipment. Unlike traditional packaged software, that requires onsite server, software, installation and maintenance, Infoline IM application and data is centrally hosted by Keysight and accessible by users anywhere in the world via the web.

Rely on advanced security to keep your data safe

Also unlike traditional packaged software, there is no need for users to manage upgrades to Infoline IM. Keysight regularly upgrades Infoline with new capabilities seamlessly across the system. Users do not need to plan for application upgrades or involve their IT organizations. Since all Infoline IM users access the same version of the application, all users also experience equal support.

The Infoline IM application is completely managed by Keysight, lowering your costs and preventing distraction from your core business. No capital purchase of hardware is necessary with the Infoline IM solution. Keysight customers just need an Infoline IM access and support agreement to access the application through a web browser.

Infoline IM Information Security

Infoline IM stores all customer data on Keysight servers and takes appropriate measures to secure your data. Keysight employs security provisions to ensure that only users you authorize gain access to your data:

Application and Infrastructure Security

- Strong application password management, including periodic forced reset and complex password as examples
- Application session time out settings
- Role based access allowing the customer to limit access with multiple permission levels that control read only vs. read and write over locations and assets – controlled by the customer super-user, not Keysight
- Hypertext Transfer Protocol Secure (HTTPS) for secure communication across the network
- Encryption of data in transit using Secure Sockets Layer (SSL)
- Multiple layers of defense to help protect the network perimeter from external attacks (e.g. network firewalls, anti-virus, vulnerability scanning, server hardening, client firewall, security patching.)
- Ongoing security risk assessments with remediation of vulnerabilities if required

Physical Security of Server Center

- Restricted access to the enterprise data center
- Entry to facility protected by badge access, security guard and camera monitoring
- Uninterrupted power supply with backup generators for critical systems
- Compliance with general principles of ISO9001, ISO14001 & ISO17025

Infoline IM Reliability and Data Integrity

Keysight strives to provide its customers with the highest level of quality and support. To achieve this, the Infoline IM servers and data are managed by Keysight IT at the Premium Support level. Keysight runs periodic back-ups of the Infoline IM data. Customers can also back up files to their own servers from the application at any time. In case of an emergency, the Infoline IM infrastructure and data is protected consistent with Keysight's Disaster Recovery Program.

The Keysight Infoline Support team standard availability is 24 hours x 5 days a week. The team includes members of our technical staff responsible for smooth operation of the application. Incident detection and escalation procedures in place ensure that the team quickly responds to and resolves critical incidents. While Keysight takes care that we can respond quickly, Infoline service interruptions are extremely rare. Infoline has better than 99% up-time.

Infoline IM Privacy

Keysight's customers trust us to store their important information on the Infoline system. We take that trust seriously. Therefore, Keysight has a strict privacy policy and measures to ensure the privacy of our customer data.

Customer data in Infoline is treated as customer private and confidential – there is no general access to it by Keysight, compliant with the Keysight privacy policy. Only required support and development staffs have access to customer data in order to provide customer support or to repair any problems or issues customers may have created via improper manipulation of their own data. Customer data and system usage are only reviewed by application support and development staff to support customers or to identify feature or navigational improvements to Infoline.

Customer data and system usage are not “mined” for sharing with Sales staff, etc. Access to the Infoline database is never provided to Keysight sales staff or any other organization within Keysight unless the customer has expressly permitted this.

Keysight complies with European Unit Safe Harbor framework regarding the collection, use and retention of data from the EU, as set forth by the Department of Commerce.

Additionally, Keysight is certified with TRUSTe's Privacy Seal signifying that our privacy policy and practices have been reviewed by TRUSTe for compliance with TRUSTe's program requirements.

Visit www.keysight.com/find/privacy for more information.

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A personalized view into the information most relevant to you.



www.axiestandard.org

AdvancedTCA® Extensions for Instrumentation and Test (AXIe) is an open standard that extends the AdvancedTCA for general purpose and semiconductor test. Keysight is a founding member of the AXIe consortium. ATCA®, AdvancedTCA®, and the ATCA logo are registered US trademarks of the PCI Industrial Computer Manufacturers Group.



www.lxistandard.org

LAN eXtensions for Instruments puts the power of Ethernet and the Web inside your test systems. Keysight is a founding member of the LXI consortium.



www.pxisa.org

PCI eXtensions for Instrumentation (PXI) modular instrumentation delivers a rugged, PC-based high-performance measurement and automation system.



Three-Year Warranty

www.keysight.com/find/ThreeYearWarranty

Keysight's commitment to superior product quality and lower total cost of ownership. The only test and measurement company with three-year warranty standard on all instruments, worldwide.



Keysight Assurance Plans

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Up to five years of protection and no budgetary surprises to ensure your instruments are operating to specification so you can rely on accurate measurements.



www.keysight.com/quality

Keysight Technologies, Inc.
DEKRA Certified ISO 9001:2008
Quality Management System

Keysight Channel Partners

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Get the best of both worlds: Keysight's measurement expertise and product breadth, combined with channel partner convenience.

www.keysight.com/find/privacy

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: www.keysight.com/find/contactus

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