

A large, abstract white line graphic on a blue background. It starts as a thin line at the top left, curves around to form a large loop on the left side, then crosses itself to form a smaller loop in the center, and finally curves down and to the right, ending near the bottom right corner.

nccgroup[®]

Partner Network

Software Resilience

Assuring business
critical applications.

What makes NCC Group different?



Established reputation

For more than 30 years we have been protecting business-critical applications.

- Our experience in the industry has shaped the escrow market and driven the awareness of business continuity planning.
- We have a recognisable reputation for providing long-term, credible solutions.
- We are a trusted, independent third party and manage our relationships in a transparent way.
- More than 18,000 customers chose to work with NCC Group.
- We are depended on to protect more than 12,000 software applications.



Global reach

Our presence and local knowledge allows us to support customers on a global scale.

- We operate from over 35 offices across Europe, North America, Asia-Pacific and Middle East.
- Our services are used in more than 135 countries.
- Our Global Accounts Team specialise in managing customer's global agreement portfolio and their supply chain of technology partners.
- Our specialist Partner Team work with global software suppliers to ensure they provide continuity services to end users.



Legal service

Our global legal team are experts in advising on escrow agreements making us best placed to support those in need of advice.

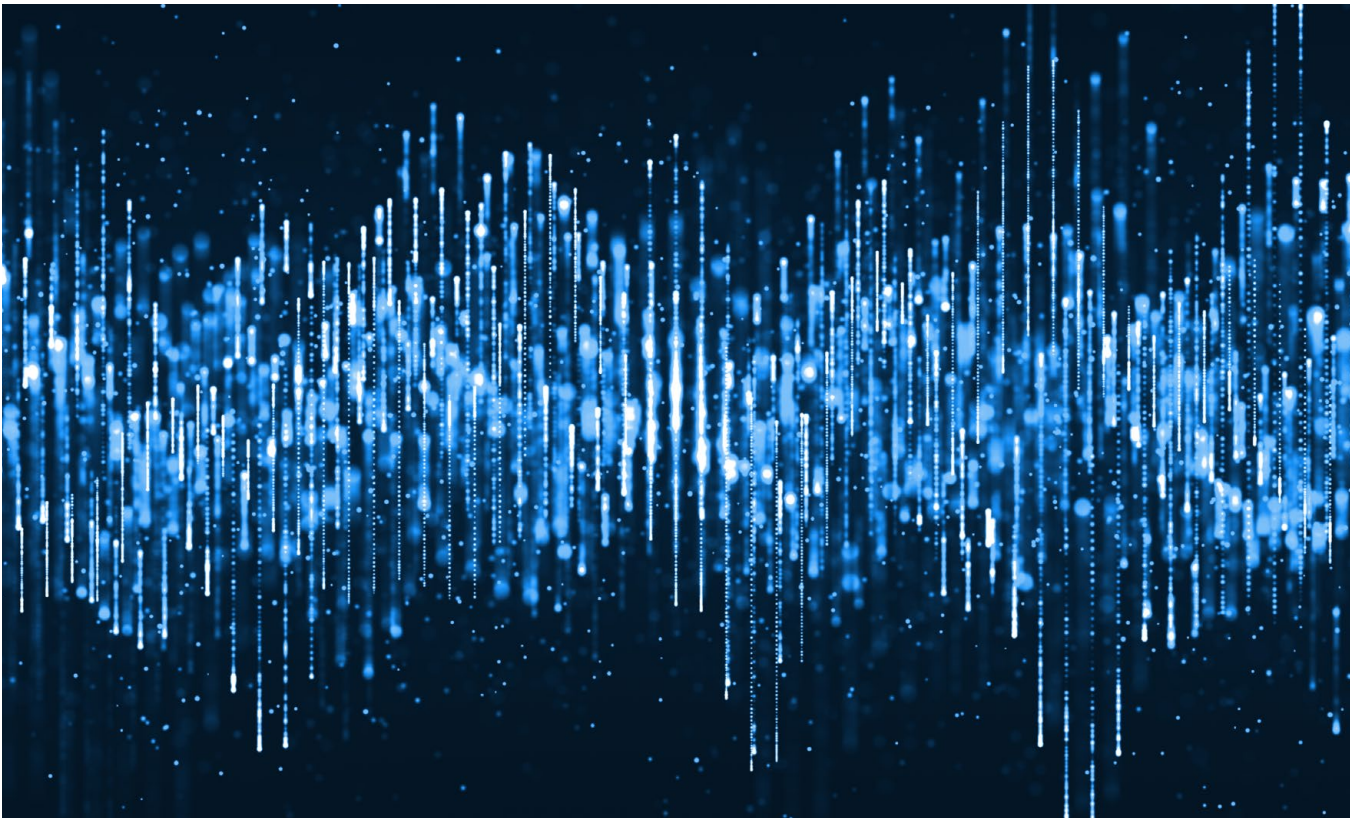
- Our in-house legal team has delivered more than 15,000 agreements.
- We appoint a dedicated member of our legal team to support both parties and encourage negotiation of the agreement terms.
- We set foundations for the agreement, providing clear rules of engagement and practice for all parties.
- Our legal expertise allows us to offer over 20 different escrow agreement templates in over 10 jurisdictions.
- With over 60% of our agreements including tailored terms we are flexible to find a solution that works for everyone and provides longevity.
- Our agreements are proactively reviewed by our legal team on a regular basis to ensure they have the most up to date terms in relation to legal developments, compliance and changes in legislation.



Technical capability

We are flexible and responsive to our customer's needs. Using our technical know-how, we create, tailor and adapt our services to find the best solution that fits.

- Each member of our in-house technical team has an average of over 7 years service and delivery of over 250 verifications at NCC Group.
- Our Verification Consultants are based on-site to deliver a better service and provide advice throughout the testing process.
- Our team of Solutions Architects design bespoke technical solutions for complex strategic requirements.
- We deliver 5,000 days of verification testing and technical consultancy each year.
- We support our software suppliers by working together to find better ways of testing and gaining efficiencies through our services.
- We use our technical capability to evolve our services and adapt with emerging trends in the technology sector.





Client management

We value our relationships and are open and honest with all parties that we work with.

- We appoint dedicated Account Managers with an average of 5 years' tenure at NCC Group to oversee the day-to-day running of our customers' agreement and testing services.
- Our specialist Partner Team work with software suppliers to ensure a smooth delivery of NCC Group services to end users.
- All resources and expertise are in-house meaning that we can be responsive and appoint a subject matter expert with industry knowledge and experience.
- Our Customer Success Team ensure that you receive the best service and value from NCC Group.



Partner Network

Through our Partner Network, software providers can refer or embed NCC Group's software escrow services into their proposition.

- We provide ISVs with a competitive edge, enabling them to land new deals, especially with customers that consider risk mitigation assurance a minimum requirement when onboarding new suppliers.
- Build a recurring accretive revenue stream via Partnership rebates, in parallel to application contract renewals.
- We protect the IP for more than 7,000 software suppliers.
- We have a dedicated Partner Team to specifically manage and understand the needs of our new and existing software suppliers.



Thought leadership

We are regarded as a leader in risk mitigation and business continuity.

- We provide regulatory, technical and legal best practice advice, giving customers the right information to support their choice of business continuity plan.
- We are valued for our forward thinking approach to regulatory compliance and service development.
- We are innovative with our product development ensuring that our services move with the changing technology landscape.
- In 2016 we formed a team of sector specialists to proactively research industry, technology and regulation updates to provide our customers with the latest insights.



Security

NCC Group is a global expert in cyber security and risk mitigation, working with businesses to protect their brand, data, intellectual property (IP) and reputation.

- Our technical expertise are in-house ensuring that NCC Group's security best practices and processes are adhered to at all times.
- We process more than 10,000 source code deposits in-house every year reducing the risks associated with handling IP externally.
- Our global network of vaults has the highest security specification.
- Supported by NCC Group's Cyber Security division we ensure that the highest security measures are adopted throughout the business.
- Our accreditations demonstrate our commitment to best practice standards.

Escrow & verification

Escrow

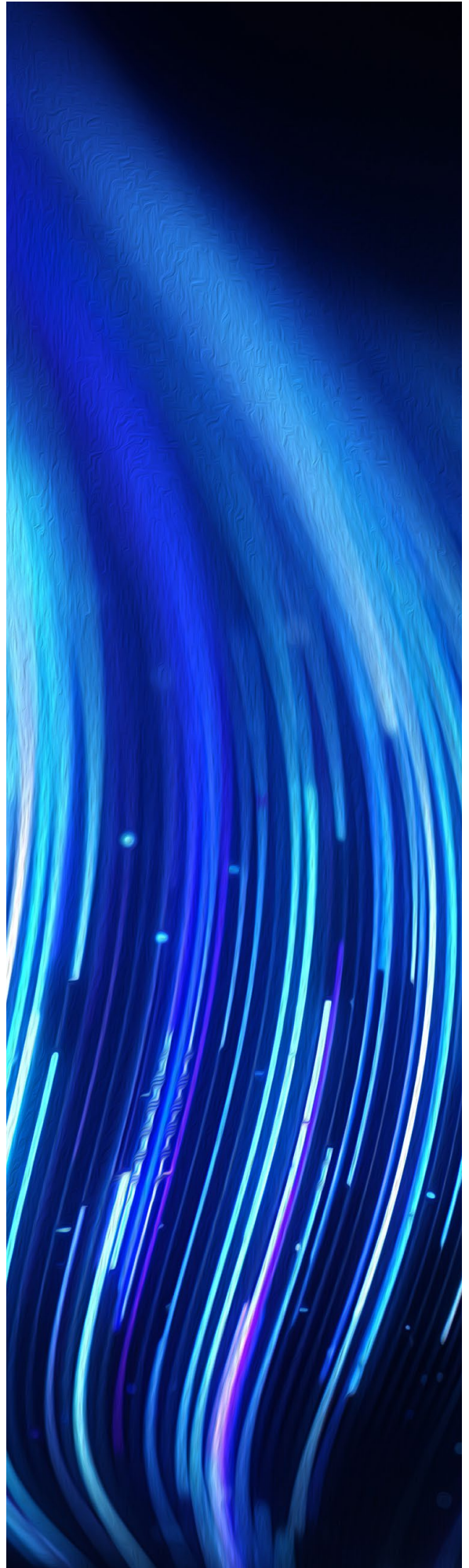
Escrow assures the long-term availability of business critical software and applications for customers while protecting the intellectual property rights (IPR) of software suppliers.

However, what would happen if the software supplier is unable to support or maintain the software following a merger, acquisition, legal dispute or insolvency? How can all parties be protected?

The source code for the software, the expertise to implement it and the rights to the software belong to the software supplier. A software escrow solution is a simple and effective arrangement designed to mitigate risk and protect all parties involved providing a fundamental level of security, protecting business continuity.

NCC Group's escrow services ensure that source code is held securely with both the customers's and software suppliers's agreement, ensuring that the material can be accessed and released should the need arise.

For those providers of Commercial Off-the-Shelf (COTS) software which is used by multiple users across different organisations, a Multi-Licensee Agreement would be the recommended agreement type.



Verification

An escrow arrangement provides the protection and assurance that the source code is accessible. However, it cannot guarantee that the building blocks required to continually maintain and support business critical applications have been captured.

What happens if the material deposited is not complete or incorrect?

Software verification assures the quality of the source code behind vital applications, providing assurance that should it ever need to be recreated from the original source code, the knowledge and guidance to do so will be available.

Customers are assured that they will be able to take over the maintenance and service of their source code if necessary. Software suppliers can reassure their customers by demonstrating their commitment to best practice.

Source code verification

We recommend that further verification is carried out to guarantee that all the required files and instructions have been deposited and that the material held can be effectively used in a release event. Meaning that a customer can choose to carry out the maintenance and support of business critical applications in-house or engage with another software supplier.



Entry level verification: Provides assurance that the source code deposited under an escrow agreement is correct and complete by ensuring that the deposit can be built into the working system. We observe the complete build of the application at the software supplier's site and document every detail of the environment and build process in a comprehensive report which acts as a detailed handbook, describing all steps involved in building the source code into the working application.

Independent build verification: Is recommended where source code maintenance would be undertaken by a third party on behalf of the customer in the event of release. It provides the additional assurance that the build can be completed in an independent secure location by a third party and can be fully tested by the customer at their site. In addition to the documentation of the build process, the report also provides information on the technology stack involved with a rebuild, which will assist with the selection of a suitable third party.

User assured verification: Is recommended where source code maintenance would be undertaken by the customer in a release event. It provides additional assurance that the build can be repeated in the customer's environment. We will collect the source code and build it at the software supplier's site, then build and install it at the customer's site.

Secure Verification

Secure verification extends our traditional verification approach by providing an independent assessment that any security vulnerabilities within the application source code are identified and analysed. This independent assessment ensures that any critical vulnerabilities can be identified and rectified.

Secure verification methodology: Identifying security vulnerabilities in a source code escrow deposit is accomplished through Static Application Security Testing (SAST). The primary objective is to gain an understanding of the software's behaviour and uncover security, privacy and quality defects.

Commercial SAST solutions now offer numerous methods of integration with various development processes and support systems, such as continuous integration, bug trackers, revision control and peer code review tools.

However, NCC Group routinely encounters ineffective or suboptimal static analysis deployments that either fail to accommodate the requirements of a secure software development lifecycle (SDLC) or tend to impose a significant burden on development teams, leading to disengagement and patterns of misuse.

These shortcomings frequently result in the SAST solution failing to serve its primary purpose, to improve software security.

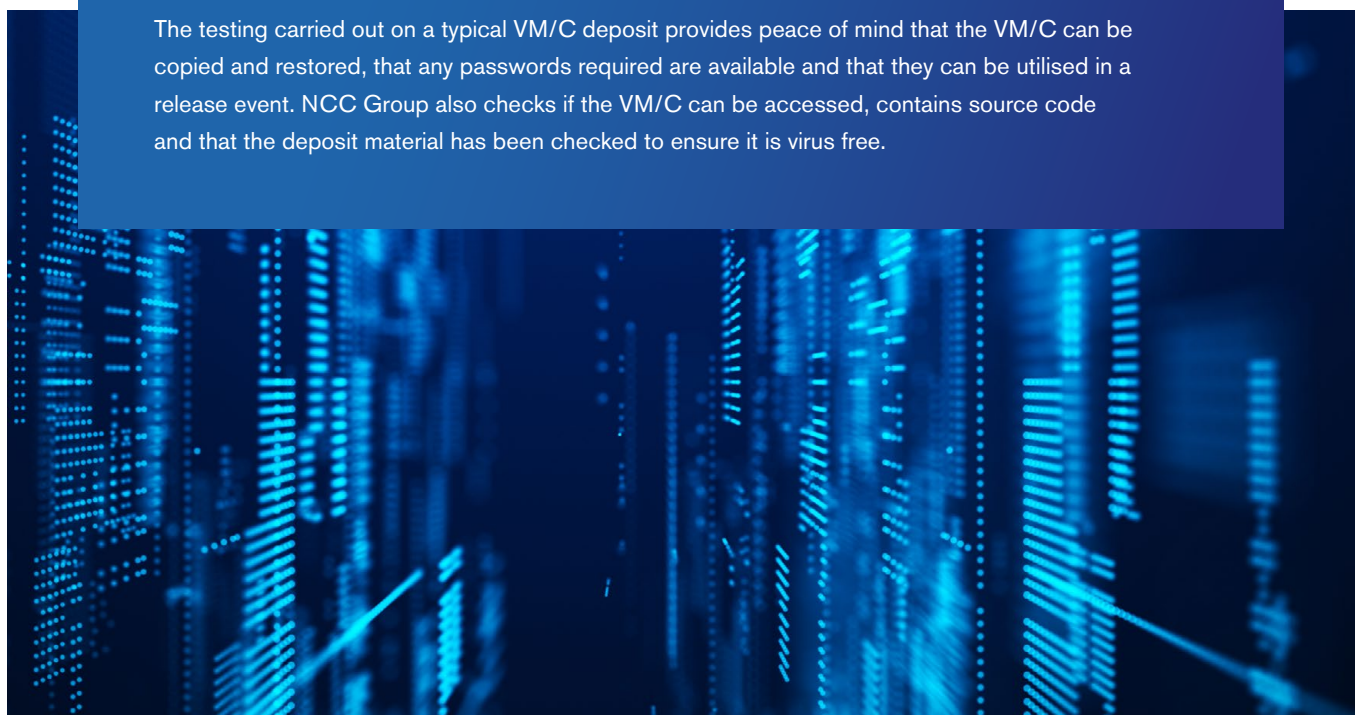
Secure verification benefits:

- **Fully managed service** – A skilled and experienced NCC Group Security Consultant will fully manage the secure verification, producing a comprehensive report of the scan results allowing a developer to carry out any remediation work.
- **Market leading technologies** – We utilise market leading enterprise code verification and tools to perform code analysis on a wide variety of programming languages, providing accurate and valuable results which are reviewed before being made available.
- **Result validation** – We assign a Security Consultant with the suitable experience and exposure, to carry out a secure verification. Manual validation will follow, along with the removal of any false-positives.

Virtual Machine (VM)/Container(C) deposits

It is popular for software suppliers to include a VM/C into escrow to add an extra level of assurance to a deposit. A VM/C deposit will contain the application's source code (i.e. a backup of a source code repository) and in some cases the build environment required to compile the source code.

The testing carried out on a typical VM/C deposit provides peace of mind that the VM/C can be copied and restored, that any passwords required are available and that they can be utilised in a release event. NCC Group also checks if the VM/C can be accessed, contains source code and that the deposit material has been checked to ensure it is virus free.



Escrow as a Service (EaaS)



EaaS Access

EaaS Access is a service to meet the needs of customers who have their own independent database and instance of a cloud hosted software application (single-tenanted environments). EaaS Access provides the customer with the necessary information needed to access the live environment of their cloud software application in the event of software supplier failure.

The access credentials, such as administrative usernames or/and passwords, are transferred from the software supplier to NCC Group for safe storage within our secure vault. We also provide the option to store a copy of the cloud software source code as part of the same agreement.

The three party legal agreement ensures that the software supplier provides NCC Group with these access credentials (and associated materials) each time they are changed or updated. NCC Group will release these assets to the customer upon the release clauses of the contract being reached.



EaaS Control

EaaS Control is a solution that meets the needs of those customers who are hosting a third party software application on their self-managed public or private cloud infrastructure. EaaS Control provides not only an architectural overview of how the application is hosted and it's operational dependencies, but also the ability to access the source code and documented build/compile process in the event of supply chain disruption. The inclusion of source code into the arrangement will allow the licensed application to be further developed, reducing the potential end-of-life timeframe.



EaaS Replicate

EaaS Replicate is a service to meet the needs of customers where a single software application is shared or used within multi-tenanted environments in addition to meeting the needs of customers with single-tenanted environments. EaaS Replicate will give the customer access to a separately hosted and mirrored instance of their individual organisations software and unique data in the event of a software supplier failure.

The process consists of the software supplier transferring a copy of the customers' cloud environment to NCC Group for physical and digital storage within NCC Group's vault and secure cloud respectively. The monitoring of NCC Group's cloud environment by the Group's Security Operations Centre (SOC) provides an even higher level of assurance that the customers asset remain secure.

As part of the service, there is the option to include and verify the software specific source code and associated materials within escrow.



EaaS Scale

EaaS Scale is a service to meet the needs of software suppliers where continuous updates are required to be deposited with NCC Group, at scale. EaaS Scale will give the software supplier an automated cloud environment depositing process, designed to synchronise with storage environments on a pre-defined frequency. The synchronised materials can consist of source code, infrastructure as code, configuration, data backups and documented build/compile processes to be used by customers in the event of a software supplier failure.

EaaS verification

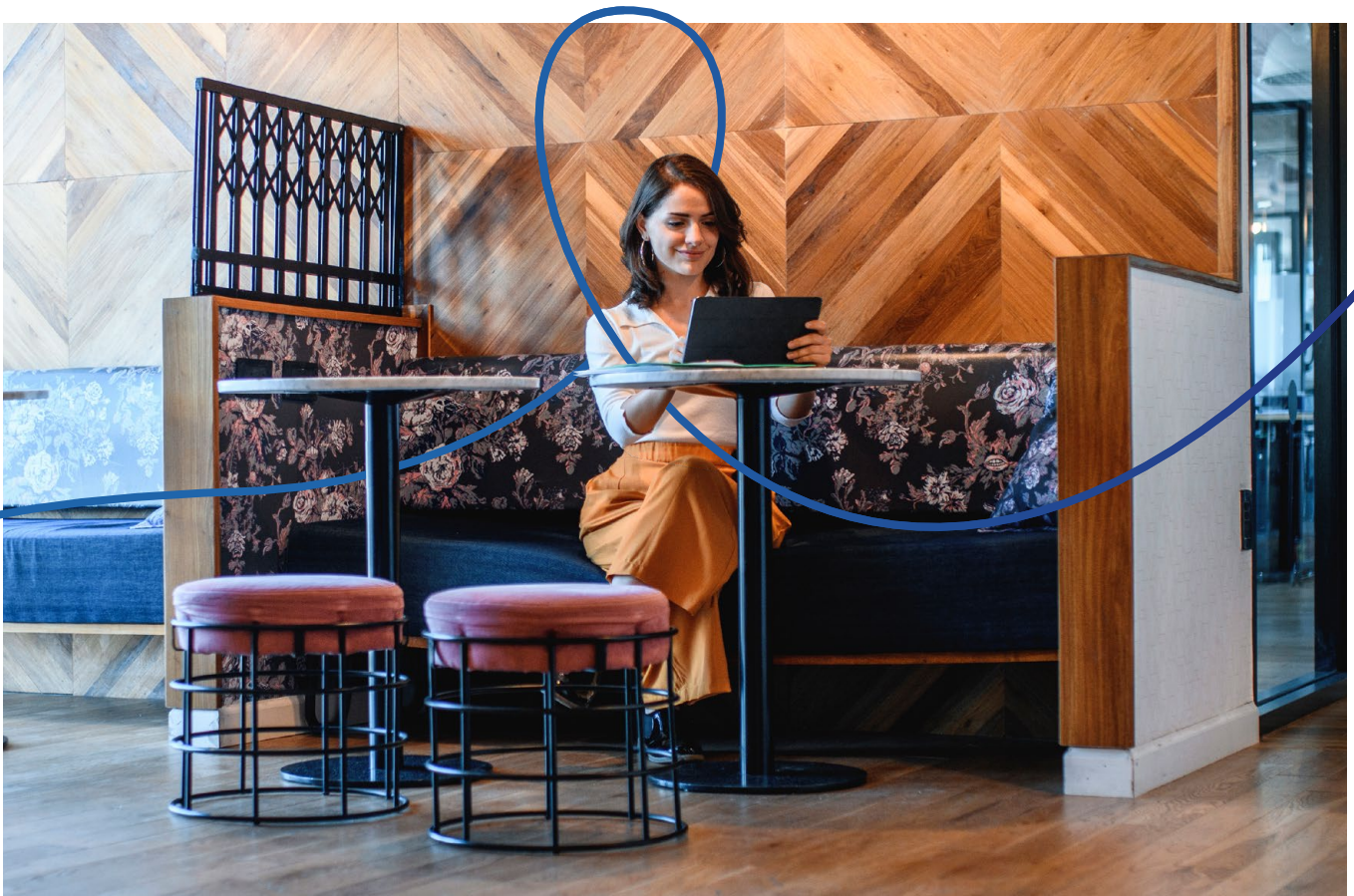
EaaS verification provides the customer with reassurance that should the software supplier fail, access to verified deposits, the documented processes and supporting information is provided.

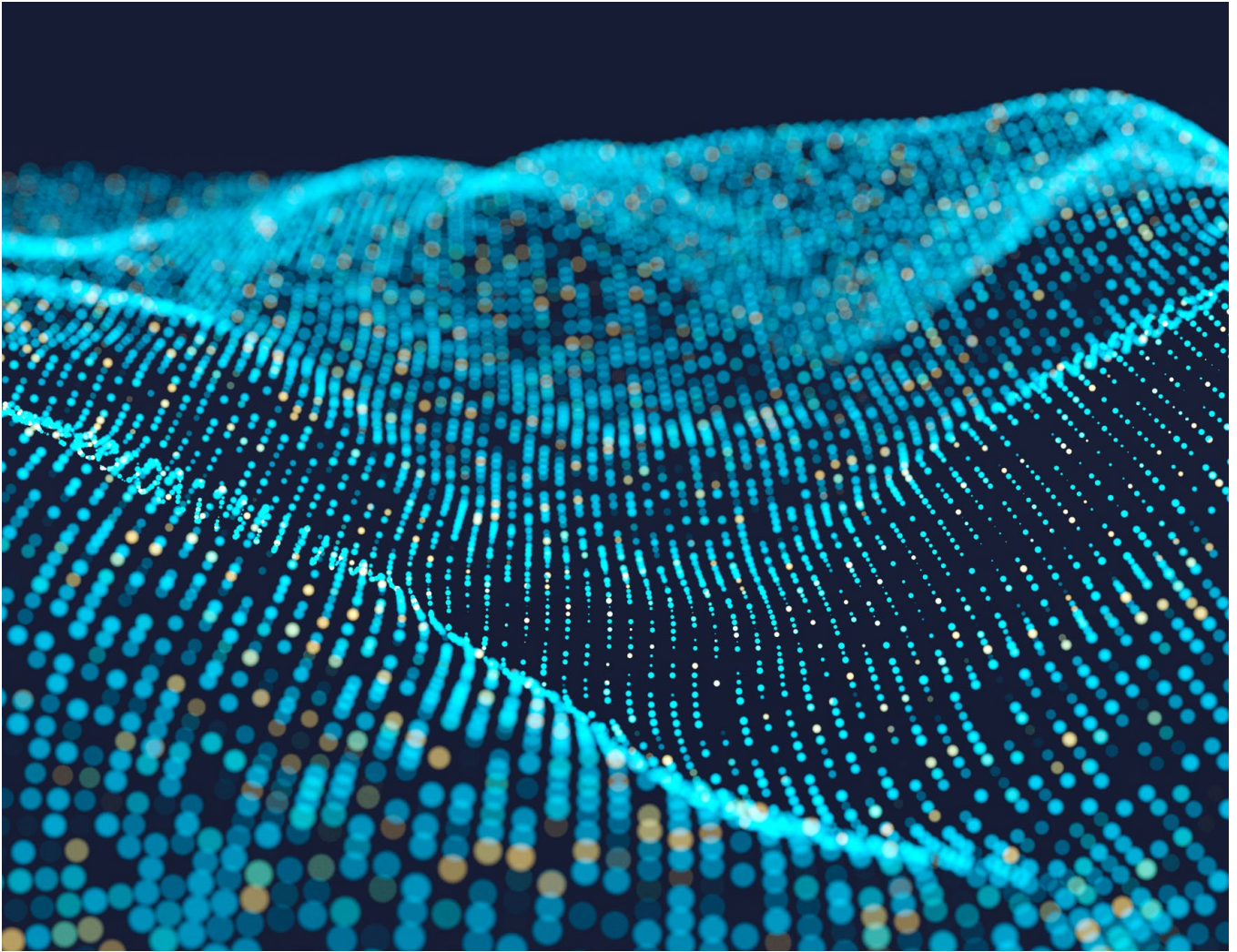
Access Verification: The Access verification provides independent assurance that the global administrative access credentials held within escrow are valid and can be used to access the live production environment. The verification exercise verifies the global administrative access credentials to the system environment are valid, complete and correct at the time of testing. The resulting deposit ensures the global administrative access credentials of the live production hosted system are held.

Architecture Verification: The Architecture Verification provides independent assurance of the processes and procedures required to access and maintain the client's production environment in the event of software supplier failure. The verification exercise verifies the live production environment and documents the tasks, information and knowledge that would be required by the customer if they were to take legal ownership of and continue to operate the live production environment. The resulting deposit ensures the global administrative access credentials of the live production environment are held with any other appropriate information or materials.

Replicate Verification: Strongly recommended for all business critical cloud hosted applications. The Replicate Verification provides independent assurance of the processes and procedures required to rebuild and restore a copy of the applications environment in the event of software supplier failure. During the Replicate Verification exercise, NCC Group will observe and document the software supplier demonstrating that the material being placed in escrow can be deployed into the cloud environment in which the business critical application can be run.

Replicate+ Verification: Strongly recommended for all business critical cloud hosted applications. The Replicate+ Verification provides independent assurance of the processes and procedures required to maintain and run an applications supporting cloud environment in the event of software supplier failure. During the Replicate+ Verification exercise, NCC Group will observe and document the software supplier demonstrating that the material being placed in escrow in addition to the application specific source code, can be deployed into the cloud environment in which the business critical application can be run.





EaaS for AWS and Azure

Escrow as a Service is a continually evolving solution, which is enhanced by mutual innovation through our partnerships with market leading cloud service providers, enabling NCC Group to solve customer problems.

NCC Group is a registered Technology Partner with Amazon Web Services (AWS) and Microsoft Azure allowing us to provide both customers and software suppliers with technical assurance for the ever-increasing number of systems that use the large suite of services that these cloud service providers have to offer.

As part of the EaaS solution we provide a contractual agreement, with pre agreed terms and fees, between the software supplier, software customer and NCC Group.

The EaaS Access service enables the software customer to access global administrative access credentials or up-to-date copy of the data and application environment should anything happen to the software supplier.

If NCC Group is required to replicate the environment in our own AWS or Azure account through our EaaS Replicate service we will minimise the system state and the system volume to the smallest format possible when storing the various materials within to ensure cloud resources are at a minimal consumption when the system is not being used.



Why NCC Group?

With over 30 years' experience, NCC Group is one of the world's leading Software Resilience providers protecting business critical software, data and information through Software Escrow, both traditional and secure verification testing, and SaaS continuity services.

Over 14,000 organisations worldwide benefit from our ability to offer our services under a variety of international laws and the assurance that comes from our global network of secure storage vaults, both physical and virtual. Our expertise, offering and global scale are backed up by in-house technical and legal teams, guaranteeing an independent and quality service.

The principle behind our offering is clear – to protect all parties involved in the development, supply and use of business-critical software applications, information and technology.

Protecting business-critical applications for over

30
years

We have over
20 agreement
templates in
10 jurisdictions

10,000
Deposits made
each year

Our services are
used in more than

135
different countries

14,000
Customers worldwide

Each member of our
in-house technical
team has an average
of over **7** years service
and delivery of over
250 verifications

5 Our account
managers have
an average of 5
years experience

35

Offices in Europe, North
America, Asia-Pacific
and Middle East

5,000
Days

We deliver 5000 days of
verification testing and
technical consultancy
each year

We protect more than
12,000
software applications

Our legal team
have delivered
15,000
agreements

Trusted relationships with more than

7,000
technology partners worldwide



Partner Network

Software Resilience



For more information on EaaS services and how the NCC Group Partner Network can support you and your customers with SaaS resilience, contact our Partnership Team at:

partnersupport@nccgroup.com

www.nccgroup.com