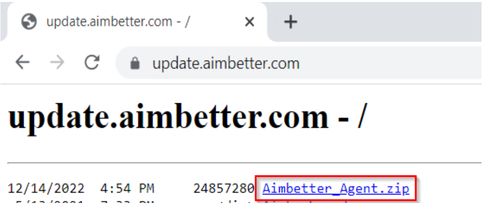
AimBetter

# Secure-by-Design Architecture Details

## CUSTOMER’S ENVIRONMENT - Single Collector Agent

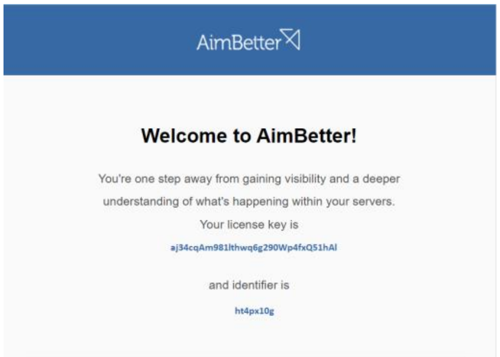
The Agent program is downloaded from the secured URL update.aimbetter.com to **only one of the customer’s servers**. This server must have Windows OS (check the Requirements for the Agent Server). The Agent program code is in C#.



**update.aimbetter.com - /**

```
12/14/2022  4:54 PM      24857280 Aimbetter_Agent.zip
```

A **unique License key and Identifier** are requested for the installation, which are received after account creation and email verification.



**Welcome to AimBetter!**

You're one step away from gaining visibility and a deeper understanding of what's happening within your servers.

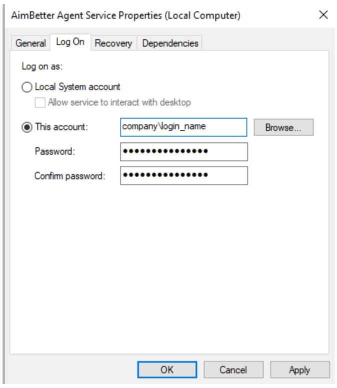
Your license key is

aj34cqAm981lthwq6g290Wp4fxQ51hAl

and identifier is

ht4px10g

A Windows service is created in the Agent server after running the Agent program. The user that runs this service needs minimal Windows OS credentials which enables collecting OS performance metrics from the monitored servers.



Log on as:

○ Local System account

□ Allow service to interact with desktop

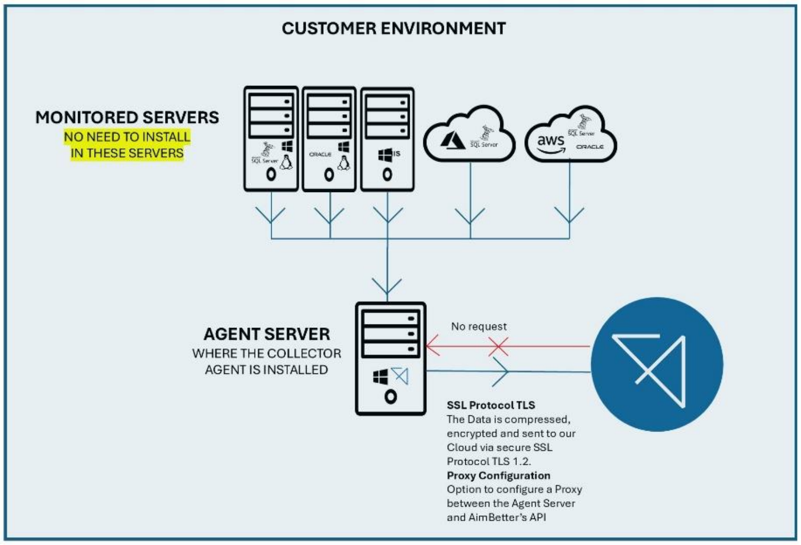
● This account: company\login_name

Password: •••••••••••••••

Confirm password: •••••••••••••••

In order to connect to the Database server in the monitored server, a Database server user must be created with **minimal permissions** as detailed in the Monitored Servers Requirement Table. This user has READ-ONLY permission to collect Metadata, Statistics and Performance metrics. It has no access to the Database content whatsoever.

The Agent collects **WMI and System queries data** and sends to our API Cloudflare-secured address api.aimbetter.com via **SSL** ports through **secure Protocol TLS 1.2** after the Data **is encrypted** and compressed.

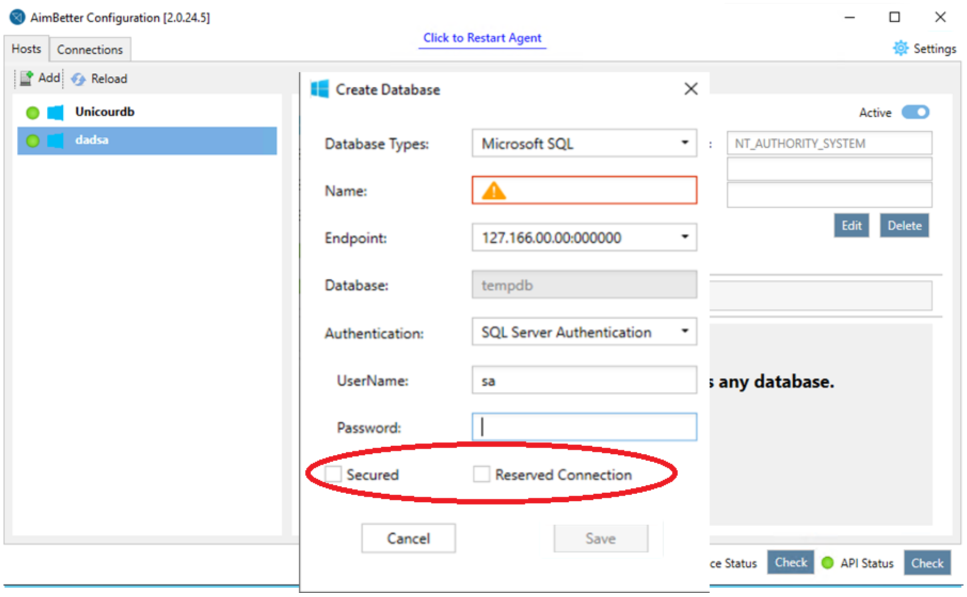


**SSL Protocol TLS**
The Data is compressed, encrypted and sent to our Cloud via secure SSL Protocol TLS 1.2.
**Proxy Configuration**
Option to configure a Proxy between the Agent Server and AimBetter's API

The default outbound port is 443.

**No data flows from our API to the companies' servers.**
There is no transmission of data from our API to the Agent. The Agent only waits for confirmation that the data was properly transmitted. There is no request, open socket or ping from our API to the Agent.

During the installation process, there is an option to restrict the Database Server access selecting “**Secured**” and/or “**Reserved** Connection”.



Create Database

Database Types: Microsoft SQL

Name:

Endpoint: 127.166.00.00:000000

Database: tempdb

Authentication: SQL Server Authentication

UserName: sa

Password:

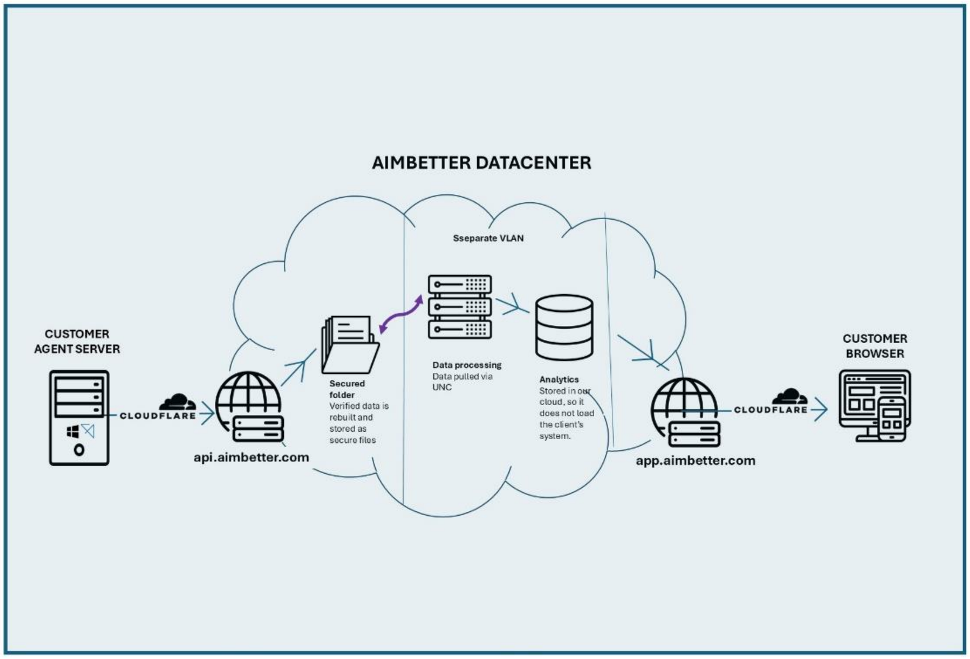
□ Secured □ Reserved Connection

Cancel Save

The “Secured” option prevents the collection of parameters that may be included in queries’ plans and the “Reserved Connection” guarantees a unique and exclusive connection to the Database Server.

# AIMBETTER DATACENTER – Secure Cloud

Our Datacenter operates on **Tier-3 standard**, equivalent to banking and insurance. Data is fully secured both physically and logically. It is **hosted on Azure** which guarantees full compliance with GDPR standards.



After the Performance metrics are received and validated by our API, the data is rebuilt and stored as **secured files**.

Our Applications servers pull the data **via UNC** from the specific secured folder path and process it.

**All the analytics are then stored in our Database servers. That means that there is no load on the customers' servers caused by the monitoring.**

Both Application and Database servers are located in a separate VLAN in the Datacenter, protected by **firewall**, **VPN gateway** and high-level **access restrictions**.

# CUSTOMER BROWSER - User Access

The platform UI is accessible through the **Cloudflare-secured** address app.aimbetter.com through any browser and can be restricted for specific IPs.

The user access is **login-based** with a strong password required and can be configured to have **2 factor authentication and IP restriction**. It can also be integrated with the customer's **Identity Provider via SSO** if it supports the SAML 2.0 protocol.

After **5 failed login attempts**, the user is blocked, and it can be released only though our support team.

The user access is **session protected**, which means that the system automatically logs out upon any IP change.