SecureLink

- SecureLink uses 128, 192 or 256 bit encryption via SSH, which means that all communications and file transfers are encrypted. SSH ensures secure communications from our technician's PC to your PC or server. Supported encryptions include 128, 192 or 256 bit AES, Rijndael, Blowfish and Triple-DES.

- SecureLink requires only one outbound connection. The Gatekeeper is non-intrusive and requires no firewall or network setting adjustments as all connections are outbound.

- Spok Support Engineers authenticate on the Spok side using Active Directory. All Support Engineers have individual accounts.

- Detailed audit logs and reports provide information on everything that Spok does while connected to your system by username, including:

  - Session and Gatekeeper information and status
  - Session creation date/time, completion date/time, session duration
  - Which Support Engineers participated during the session
  - Which services and hosts were accessed by each technician, when they were accessed and for how long with granular FTP details, telnet keystroke logging, and native desktop sharing screen recordings
  - Start and end time of each activity
  - Telnet logs
  - Files transferred

- Customers can control when we access your system and for how long

- Customers can receive notification via email when we access your system

- Customers can record our desktop sharing session

- Customers have the ability to limit access to any port, service or host

- Spok Support Engineers may only access privileges defined by the customer at the machine and port level. It is browser-based, no software is required.

- Audit events can be automatically exported to your existing centralized syslogd server repository in real time

- High definition audit ties activities to the specific Support Engineer; services access, files transferred, commands entered and video recording of RDP and desktop sharing sessions for future playback.

- Access can be set to anytime, on-demand or via an access schedule. SecureLink also provides secure credential storage, built in tools for desktop sharing and file transfer.

- Spok can assist you in becoming compliant with many industry data information and security compliance standards such as HIPAA

- More information is available at: www.securelink.com