eSuite^{SM}

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ADT Commercial

# eSuite^{SM} account management

Security and life safety systems are critical components for today's businesses no matter the business size or complexity of needs.

But in order to get the most out of your security and life safety investment, you need a comprehensive account management tool, especially as your number of locations grow. Imagine trying to manage hundreds or even thousands of locations' security data without a robust exception-based data management solution. ADT Commercial's eSuite and security data management portal gives the end-user the tools to manage, view and analyze site activity to help get the most from their security investment and improve the security program over time. eSuite allows customers to view data, including open/close schedules and reports, details of alarm tests, incidents and alarms, change open/close schedules or request a service call.

eSuite also has features that can be used with mobile devices such as view and edit location contacts, place burglar alarm panels on test and remove them from test, and create temporary schedules for each site.

While eSuite provides access to invaluable data that can help better manage security applications as well help to improve overall business processes, it also is a warehouse for sensitive information. Cyberattacks are one of the greatest threats facing businesses today. Hardly a day goes by that there is not a report of another company suffering at the hands of hackers breaching their networks and stealing sensitive customer or personal data.

Graph views
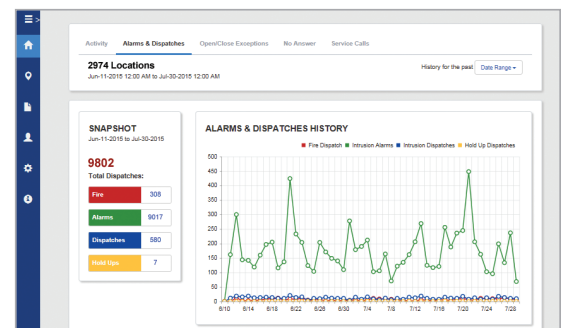
Map views
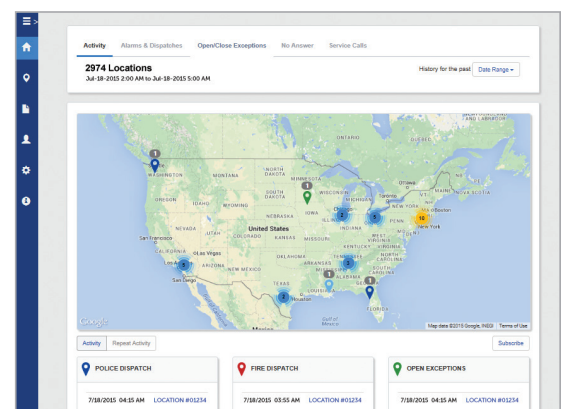
So how does ADT Commercial help protect its customers who use the eSuite application to manage their security operations?

To begin with, all internal servers receive regular software updates and sit behind layers of security in ADT Commercial's data center. The company uses third-party certified scanning vendors to scan web applications on a daily basis to ensure the site is secure and any vulnerabilities or identification of malware are eliminated and remedied immediately. As part of that process, ADT Commercial engages the certified security provider to frequently perform penetration tests and scan the eSuite website for the presence of malware, network and web application vulnerabilities, as well as ensure proper encryption protocols, such as TLS, are in place. Passing these comprehensive security scans demonstrates that we maintain a rigorous and proactive security program.

ADT Commercial also blocks direct access to the application servers and uses industry standards and best practices in the development of the application code. The IT team undergoes annual OWASP (Open Web Application Security Project) training and employs other tools to scan the application code pre-deployment to ensure secure coding practices and prevent vulnerabilities such as:

- Malicious SQL statements inserted into an entry field for execution.

- Cross-site scripting (XSS), a security breach that takes advantage of dynamically generated web pages.

- Cross-site request forgery (CSRF), also known as a one-click attack that constitutes a malicious exploit of a website where unauthorized commands are transmitted from a user that the website trusts.

Further safeguards that are built into eSuite include:

- Session timeouts due to inactivity are in place requiring users to re-enter his or her credentials in order to access the data.

- Validating new eSuite users' email addresses by clicking a link provided in an email that's sent when the user account is first set up.

- A two-step authentication process that requires the user to set up three security questions, one of which is required along with a password whenever the user logs on. The user can choose to bypass the security question for a specific computer after it has been answered the first time. We also have SMS-based two-factor authentication.

- Locking out users after incorrectly entering their login, password, or security question answer three times. That user must then call ADT Commercial customer service to unlock the account.

- Passwords and security question answers that are securely encrypted before being stored, using a one-way algorithm/password hashing.

These are just a few of the steps that ADT Commercial takes to ensure that its eSuite data management tool and associated web portal are secure and protected. Providing peace of mind through the use of technology is one of the company's primary missions, and extends to both products installed at customer sites and the services it offers.

Our commitment to customers

These guiding principles are the foundation of ADT Commercial. They drive our success as we strive to deliver customer service excellence at every point of interaction.
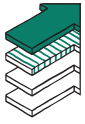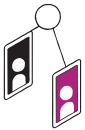
Customers are Our True North
We know that our reputation is based on how we serve our customers.

Our People are the Difference
We strive to be the best technically-trained team in the business.

Dedicated to Commercial
We are 100% focused on our commercial customers.

One Ideal Partner
We are the premier holistic solutions partner—a full-service national company with nimble local delivery teams.

Let's start a conversation.

We make it easy to switch providers, and our onboarding process is predictable, dependable and painless. You will be assigned a dedicated team to help with recommending and implementing the solutions that fit your needs.

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Integrated Installation
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SSI
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2018

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Certification

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Business