SECURELINK CUSTOMER BENEFIT DOCUMENT
Revised: April 7, 2017

As part of our ongoing commitment to providing secure, compliant, and next-generation support, **PeriGen Inc.** is proud to announce we are moving away from Axeda to standardize on SecureLink for our ongoing remote customer connectivity. We evaluated many solutions in an effort to comply with highest security requirements, and found SecureLink to be the most secure & effective remote support solution available.

SecureLink is a web-based solution primarily designed to help technology vendors provide better, more secure remote support. SecureLink also provides value to the organizations that are being supported through detailed audit reporting. SecureLink is different from VPN's, modems, and other solutions because it puts the customer in total control of the connection, while allowing our technicians to resolve issues more efficiently.

Why SecureLink?
SecureLink is easy to use

Using SecureLink requires a simple one-time install of a small piece of software, called a gatekeeper on your server. From there initiating a session requires only a web browser. You may choose to enable "anytime access" and complete the install in less than ten minutes.

SecureLink is more secure

SecureLink puts you in total control of **PeriGen** connectivity.
With SecureLink:
- Receive a notification of whenever **PeriGen** connects, as well as a full summary of our access when a connection ends.
- Receive the case number and reason for connecting of every connection.
- Allow access anytime, set up manual access windows, or even enable and disable access according to a schedule.
- Restrict **PeriGen** access down to only the hosts and privileges needed to support you -- nothing else.
- Optionally record all RDP activity on your network for future playback and forensics.
- Optionally store RDP credentials locally to be automatically entered, so **PeriGen** no longer requires knowledge of server usernames and passwords.
- Audit all **PeriGen** activity on your network. You'll be able to monitor who connected, when, to what systems, using what tools, and for how long. No other solution provides such a detailed report tying actions to individuals.

SecureLink is more powerful

SecureLink is like an on-demand VPN with next-generation security and audit. It allows us access to powerful back-end resources, like RDP and SQL, while still enabling access to basic tools, like file transfer and desktop sharing. We'll have the connectivity we need to quickly resolve your issues. You'll have peace of mind knowing you have total control over our access and a detailed report and video of all work performed. SecureLink is part of **PeriGen's** ongoing commitment to providing the very best in client support and always putting our customers first.

Getting started

Getting started is easy! You can contact our Tech Support team to schedule a time to setup SecureLink by calling 855-236-4353 or email watchchildtechnicalsupport@perigen.com. Otherwise, one of our support representatives will be contacting you to answer any questions you have, and guide you through the installation. Set up is very easy, and takes less than 15 minutes to complete.

Further information

For further technical information, see the attached technical overview. See also SecureLink's whitepaper on security and HIPAA compliance, at https://www.securelink.com/wp-content/uploads/2015/06/SL_WhitePaper_HIPAACompliance.pdf