



Overview

Citrix Online, provider of GoToAssist, is SiteSecure Certified, a standard that ensures the security of your systems and data, and that of your customers, when using GoToAssist as your remote control solution.

GoToAssist Security

In addition to the security measures validated by TruSecure, GoToAssist provides the following features to ensure that your customer's data remains secure and private:

- Advanced Encryption Standard (AES) encryption using 128-bit keys protects the data stream, file transfers and other input.
- Challenge/response authentication and randomly generated session keys presented by both parties.
- Highly compressed data that can be viewed only by authorized parties with GoToAssist software.

GoToAssist Security and SiteSecure Certification

GoToAssist is dedicated to security, and as a testament to our commitment, Citrix Online has achieved SiteSecure Certification. This industry-recognized certification from TruSecure Corporation gives organizations and customers confidence that their sensitive data is protected by the strongest state-of-the art security available.

You can be assured that GoToAssist's built-in security meets the most meticulous security standards required by customers. Moreover, Citrix Online's SiteSecure Certification demonstrates that GoToAssist can meet your IT department's rigorous security requirements.

Unsurpassed Security Environment

To obtain SiteSecure Certification, Citrix Online's security environment, procedures and policies were measured and validated through TruSecure's comprehensive security-assurance service. TruSecure performed a series of evaluations to Citrix Online's:

- Network architecture, such as our multi-layer perimeter security
- Connectivity devices, such as our routers and firewalls
- Physical security protecting the Web, application, communication and database servers
- Disaster-recovery capabilities such as our redundant routers, switches, server clusters and backup systems
- System configurations such as our servers and operating systems
- Environmental controls and operational policy compliance

Each area was measured against potential threats to critical systems and data across major areas of risk such as electronic threats, malicious code, downtime, privacy, physical security and human factors. The results determined that the Citrix Online environment provides enterprise-class protection against threats to critical systems and data. Through these measures, you can be assured that your customer data and support systems will remain secure when using GoToAssist.

Enterprise-Class Security is Built-in

Because GoToAssist makes security a top priority, several built-in security features are pre-configured. Support staff and customers do not need to perform any configuration or additional installation to acquire this security.

- Industry-standard Advanced Encryption Standard (AES) encryption using 128-bit keys protects the data stream, file transfers, chat and keyboard and mouse input.
- Challenge/response authentication and large, randomly generated session keys presented by both parties give customers confidence in the privacy of their sessions.
- Proprietary technology compresses the data, ensuring that the session can be viewed only by authorized parties with GoToAssist software.

TruSecure Certification

TruSecure Corporation provides companies with comprehensive enterprise risk-management programs that assure the ongoing security of their critical systems and information. SiteSecure from TruSecure Corporation is a security assurance and certification program that addresses all aspects of information security from network and system analysis to physical and policy evaluation. The rigorous three-month certification process is validated regularly with quarterly audits.

About TruSecure Corporation

TruSecure is the leading Managed Security Services Provider (MSSP), offering the only fully integrated, enterprise-risk management services on the market. TruSecure's unique blend of proactive risk reduction with real-time security management, monitoring and response assures continuous security of critical business information assets. TruSecure Certification has become a globally recognized symbol of commitment to effective security in an interconnected economy. Additionally, TruSecure owns the independently operated ICSA Labs and *Information Security* magazine. Headquartered in Herndon, Virginia, with operations in North America, Europe and Asia, TruSecure protects some 700 sites in more than 30 countries. For more information about TruSecure, please visit www.trusecure.com.

GoToAssist is dedicated to security and, as a result, is the best choice for your organization's remote support needs. You can find detailed information about GoToAssist technology and security at <http://www.gotoassist.com>.

Arrange a Demo: www.GoToAssist.com | Phone: (800) 549-8541

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