

IT Frequently Asked Questions (FAQs) for Potential Opex Platform Clients

HOSTING:

1. Where is Opex Platform and associated client applications hosted?
 - a. Opex Platform is a SaaS solution. We can host in any cloud environment.
 - b. We are hosting agnostic and these are some of the most typically requested cloud environments: AWS, Azure, Google Cloud and IBMCloud.
 - c. The deployments can be part of Opex Cloud Environment or self hosted by the customer via their own subscription to a cloud environment.

2. Which of our shared services components will you need to use?
 - a. The Opex Platform does not need to use any of a client's shared services.
 - b. Any components that we require are included in our deployment process.

SECURITY:

1. What type of security policies do you follow?
 - a. The platform is hosted in separate virtual private cloud for each client's deployment.
 - b. We apply best industry practices to secure the environment and perform regular penetration tests (Further Details are Available).

2. Do you store any Personal Identity Information (PII) data?
 - a. By default, we don't have requirements to store this information explicitly.
 - b. Some business use cases, by their nature, may require this type of information to be an input to the algorithm that is part of the application, however.

3. Do you support single-sign on and how?
 - a. Yes, we support SAML (Security Assertion Markup Language 2.0) for SSO.

REPORTING CAPABILITIES:

1. What sort of reporting tools can be integrated into applications?
 - a. Tableau, Power BI, D3, Shiny R are typical ones hosted.
 - b. Contact us directly if you have others you prefer.

2. Can a client leverage their existing licenses for use within the applications?
 - a. Yes, platform can be integrated with existing reporting environments.

INSTALLATION AND UPDATES:

1. How is the Opex Platform installed?
 - a. If hosted within Opex Cloud Environment, this is taken care of internally by Opex.
 - b. If hosted within Customer Cloud Environment, there are two options:
 - i. Stand up a server using a server image shared by Opex.
 - ii. Stand up a vanilla server and Opex will install the platform.
2. How are the updates pushed after the installation?
 - a. The Opex Platform has continuous integration enabled and updates are rolled out regularly.
 - b. Platform also enables blue-green deployment to reduce downtime and risks when rolling out upgrades for the applications on demand.