CONFIGURATION GUIDES › ADMINISTRATION & SECURITY

Applicare Data Security

Applicare 9.2 · Updated September 2, 2024 · **Pending technical review**

Applicare can be deployed either as an On-Prem(ise) hosting or accessed through our SaaS environment.

Applicare On-Prem

In the Applicare On-Prem environment, security is managed by the customer. Applicare supports multiple TLS versions and cipher suites, including TLS 1.2 (SSL Labs Grade A+). All traffic to the Applicare controller is secured with HTTPS/TLS. Customers are responsible for using their own SSL certificate.

Applicare On-Prem Data Storage

Applicare supports industry-standard databases such as Oracle and MySQL for data storage, adhering to the customer's security guidelines. We also offer encryption for JDBC communication with the selected database.

Applicare On-Prem Isolation

In an Applicare On-Prem deployment, connection to Arcturus occur only if explicitly initiated by customer such as for checking updates. The Applicare On-Prem Controller doesn't require any internet access to function.

Applicare SaaS

The Applicare SaaS environment is build on industry leading AWS (or Microsoft Azure or Google Cloud Platform as needed). It is secured foundation-ally by design with the following

- Each customer is operates within dedicated runtime environment
- Each customer's data is stored in a separate database schema
- Each customer assigned a unique domain

All Applicare traffic between SingleAgents deployed at customer's site or cloud and Applicare SaaS is encrypted using latest TLS currently TLS 1.2 (SSL Labs Grade A+) and certs are managed by AWS ACM.

Applicare database is NOT accessible from outside and is only accessible from within Arcturus VPN and only by Applicare SaaS Controllers.