



Security and IT Requirements for Smart Facility Software SaaS Products 2025

SaaS Products:



Domains

Domains that are required to access our software products are as follows:

Domain	Software
www.esct.com	ES Optimizer and ES Service Optimizer Add On
www.pocketsurveytool.com www.surveyoptimizerapp.com	Survey Optimizer product
www.esoptimizerapp.com/	Domain used for iOS app APIs
www.escregistration.com	Supports our Executive Panel Products

Email

Our Generated Email messages come from the following addresses.

Email	Message types
sales@smartfacilitysoftware.com	Product Information, Feature Updates, etc.
notify@esoptimizerapp.com , notify@surveyoptimizerapp.com	System Generated Messages.

Browser and Hardware Requirements Include:

- **Recommended Web Browsers and Versions**
Edge, Chrome, Safari, Firefox – compatible with TLS 1.2 or above
- **iOS Requirements** (Apple iPad, iPad Mini, iPhone and iTouch)
iOS 11.0 and above. Note: Per Apple, iTouch will not be upgraded above iOS 11.0. So, when Apple upgrades their app requirements above iOS 11.0, iTouches will no longer run apps.
- **PC Requirement**
Minimum required OS – Windows 10 or newer.

Software Capabilities

Important Note: Smart Facility Software **DOES NOT** store any patient data or financial data and is used by Hospital Environmental Service Managers.

Staffing - Get the right number of people.

- Accurate Database of Your Unique Facility Cleaning Data
- Staffing Analysis Module & Staffing Reports

Assignments & Scheduling - Make sure your team knows what to do.

- Daily Assignments
- Short-Staff Assignments
- Project Work
- Census-Based Scheduling
- Days On/Off Scheduling

Training & QA - Continued Performance Improvement

- Employee Training Content
- Mobile Training Management
- Mobile QA Inspections
 - Data syncs over the cloud to the ES Optimizer database—no secondary processes or data entry needed.
 - Ability to attach pictures and comments to each inspection step.

Mobile Team Communications - Know the work is getting done.

- **Mobile Daily Assignments & Policing Assignments**
 - Technicians receive assignments on mobile devices rather than paper.
- **Mobile Task Management**
 - Task alerts delivered to mobile devices with audio and visual notifications.
 - Technicians scan a room's QR code to timestamp arrival or the start of the task.
- **Mobile Communications App**
 - Web-to-mobile, mobile-to-mobile, and mobile-to-web in a single texting platform
 - Communications app eliminates the need for other EVS cell phones and pagers
 - In-app audio and visual alerts ensure incoming messages get read.

EVS Dashboard Shows Completed Work in Real-Time

- View up to 9 charts in the dashboard.
- Customize the dashboard by choosing from over 40 built-in charts or create your own.
- Filter dashboard data by employee, area, supervisor, and date range.

Customer Service QR Code Requests - Any Customer Can Submit Mobile Service Requests

- The software generates unique QR codes and Texting codes for each space in the facility.
- Post QR code signage in any room or high traffic area.
- Visitors, patients, and staff can request service on any mobile phone via QR code scan or Text message.
- Service requests are automatically logged in the database and sent to the designated manager or technician through the decision engine.

Advanced Surveys - Get High-Powered Site Survey Capabilities

- **Create Survey Templates**
 - Choose from and modify built-in survey templates or build your own
 - Choose from Multiple scoring options or create your own.
 - Control access with user groups.
 - Ability to require signatures on mobile survey and add pictures

- **Mobile Data Collection - Eliminate paper surveys and data re-entry.**
 - Location lists—Track where surveys are conducted.
 - Surveyee lists—Track who is being surveyed.
 - Schedule project work from the survey as issues are discovered.
- **Data Ready for Instant Reporting**
 - Cloud-based—Upload data wirelessly to the cloud.
 - Instant data entry—No more handwritten notes.
 - Instant reporting—Choose from 30 reports.

Dashboards & Reporting

- **Pre-Built Dashboards that include:**
 - Department Management Statistics,
 - Real-Time Progress Metrics,
 - Survey Usage
 - Survey Performance
- **Reporting**
 - Reports generated using Crystal Reports.
 - Export Reports to PDF, Excel, CSV, RTF, XML or Word, Print, Export or Email Reports, Request Custom Reports.

History of ES Optimizer

The current web-based version has progressed from DOS, all windows iterations from the 90's to current versions, and SQL platforms. The company has been providing software and consulting services to Hospital Environmental Service departments since 1986. All desktop software has been sun downed as of 1/1/16. All our products are currently SaaS, (Software as a Service) also known as web-based software.

Security Specs

Application Names

Web Applications: ES Optimizer, ES Service Optimizer, Survey Optimizer
Mobile Apps: ES Optimizer Mobile, ES Service Optimizer Tech Mobile

Business functions Software Provide

ES Optimizer and ES Service Optimizer are cleaning management applications used in Hospital Environmental Services departments. They include information related to cleaning data, employee work assignments, quality control and other management aspects that relate specifically to Environmental Services operations. Survey Optimizer can be used by any department in the hospital that conducts surveys. Our applications **DO NOT** store any patient data or financial data.

Legal name of our software company?

Healthcare Facilities Consulting, Inc. d.b.a. Smart Facility Software
Nevada S-Corporation – Taxpayer Identification Number – 62-1623648

Contact Information

Smart Facility Software
2517 Lebanon Pike, Ste 302
Nashville, TN 37214

800.260.8665
sales@smartfacilitysoftware.com

How the software paid for and what is included in the agreement

The software is paid for using the Software as a Service model. This service includes use of the application, hosting, maintenance, and upgrades. Pricing is based on the number of named users accessing the application. The SaaS agreement is readily available for review.

Is the data in the software used for patient care or does it contain any patient related information (HIPAA data)?

No

Is there any financial information of a highly secure nature included in the application?

No

Hosting/ASP Model/Type of Database/Encryption

The application is hosted on our dedicated servers in a highly secured environment. It is web based and has been developed using ASP.Net (C#). Data is stored on MS SQL Server 2017. The user's password is encrypted and stored in the database. All Smart Facility Software applications employ encryption at rest and encryption in transit for additional data security.

Data is Owned by the End User

Smart Facility Software owns the application and licenses it to the end users. The facility data entered into the system is owned by the end user and can be exported should the end user decide to terminate the SaaS agreement.

Are mobile applications used in the software? If so, how do the devices communicate with the web servers?

Yes, "ES Optimizer Mobile" is the mobile application that connects to the web application via Wi-Fi. ES Optimizer Mobile is a resident app and does not need a continuous, real-time internet connection to function. Users are not continuously accessing a web page. App Users can sync the applications with their iTouch/iPhone/iPad devices. The communication is done using Smart Facility Software custom web services and communications are encrypted.

Supported Browsers

Any versions of Edge, Firefox, Chrome, Safari supporting TLS 1.2 or above.

No Installation Requirements

There are no specific installation requirements regarding a client's operating system environment. But, web browsers need to be updated to a version supporting TLS 1.2 or above to use the web application.

JavaScript

We use server-side Java scripts for some of the components in our app. Web applications use client side JavaScript for a few features so turning off JavaScript from browser settings may break few of the functionalities.

Establishing Security by User

Only users with valid access credentials (login name and password) can login and access the application. Permissions are role based, and the users are provided access to the modules based on the permission groups or "roles" that they belong to. Password policies have been implemented.

Password Requirements

Since the admin sets up the password for each user, the users are prompted to change their password on the first-time login. Users must change their password at least every 60 days. If a user hasn't, then on login, he/she will be prompted to change their password. Only after the password is updated, will they be allowed to login. This setting can be changed at the client level.

Our strict password protocol requires at least 8 characters, at least 1 capital letter, and 1 numeric value. A user cannot set a new password that is the same as any of the last 4 passwords he or she has used. Enhanced password protocols with special characters are available upon request. Please refer below password policy

How many times can a user attempt to login with an incorrect password before they are locked out of the system?

We have limited the repeated access attempts by locking out the user ID after six attempts.

Data Security Practices

The data center implements Information Security practices to protect physical access to customer data and systems and to limit access to authorized personnel. This approach reflects an enterprise commitment to the ISO-IEC 27001 certified, Safe Harbor, SSAE18 Compliant security framework. A Security Awareness Policy and Program communicate security expectations to the Data Center workforce during the initial Security training at new employee orientation and are reinforced annually. Quarterly Security Awareness bulletins focus on current security issues and concerns. All visitors are required to sign in via a visitor log. Building Operations, Security, or Data Center Management review and approve visitor access and issue visitor badges, as needed, for identification purposes before access is granted to any non-employee or unauthorized Data Center personnel.

Smart Facility Software servers are protected by a Hardened Firewall and Web Application Firewall which is used to restrict network access to servers to communication protocols authorized by SFS. The firewall has enhanced firewall rules, which are in place to restrict access to customer data and to limit the possibility of disruptions to customer operations from unauthorized users.

All Smart Facility Software Servers are SANS (Storage Area Network) and fully monitored.

Is the Data Center properly equipped in regard to facilities compliance?

The Data Center features redundant HVAC (Heating Ventilation Air Conditioning) units, which provide consistent temperature within the raised floor area. HVAC systems are inspected regularly, and air filters are changed periodically.

Data centers are equipped with sensors, including smoke detectors, and floor water detectors, to detect environmental hazards. The data centers are also equipped with raised flooring to protect hardware and communications equipment from water damage. Data centers are equipped with fire detection and suppression systems and fire extinguishers. Fire detection systems, sprinkler systems, and chemical fire extinguishers are inspected at least annually.

Data centers are equipped with uninterruptible power supplies (UPS) to mitigate the risk of short-term utility power failures and fluctuations. The UPS power subsystem is N+1 redundant with instantaneous failover in the event of a primary UPS failure. The UPS systems are inspected daily and inspected / serviced at least annually by a third-party contractor. Data centers are equipped

with diesel generators to mitigate the risk of long-term utility power failures and fluctuations. Generators are regularly tested, at least every 120 days, and maintained and serviced as needed, at least annually, by a third-party contractor to provide assurance of appropriate operability in the event of an emergency.

Physical Access to the Data Center

Employees are required to display their identity badges at all times when onsite at the Data Center. Two-factor authentication is required to gain access to the data center facilities. Biometric authentication and proximity cards control electromechanical locks. Only authorized personnel have access to data center facilities. Closed circuit video surveillance has been installed at all entrance points on the interior and exterior of the buildings housing data centers and is monitored by security. These personnel are on duty 24 hours a day, 7 days a week at all data center facilities.

Back-up Management

The Data Center Service Provider backs up data daily incremental and weekly full using backup utility software. The servers are logically segmented, through the use of a dedicated VLAN on the network for communication to the backup servers. Backups are run after 12 Midnight and do not interrupt service.

The back-up utility software performs backups according to the predetermined schedule and tracks all tapes within the automated tape library using bar codes. Automatic testing of the tape media is performed by the backup software at various times to verify that tape media are suitable for use. All backup failures are logged by the backup utility software. The software utility used by Smart Facility Software offers reports with the most recent backup success/failure status, including the volume of backed up information.

An automated tape library is utilized to track backup tapes. All tapes are bar coded and scanned by the library using the backup utility software. The most current full backup of each customer's data is stored on site in the tape library.

Single Sign On

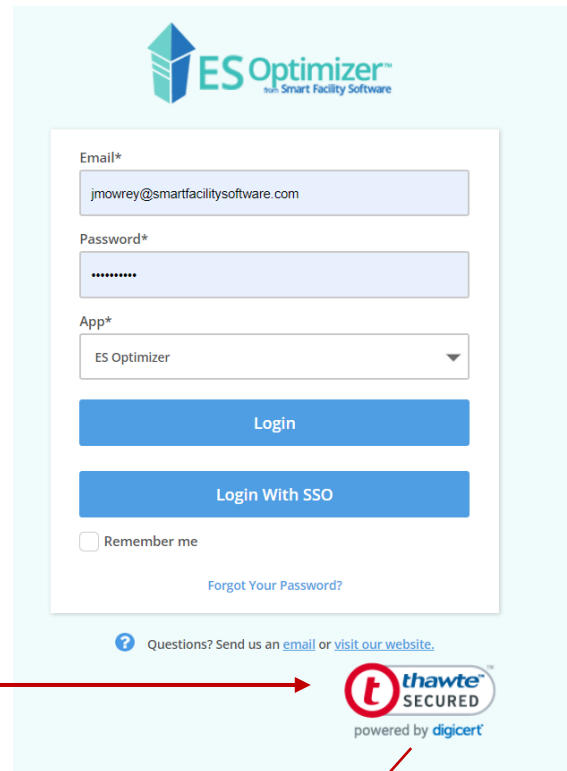
We support Azure Active Directory SSO, OAuth

Currently the application is IDP initiated (where IDP is Azure Active Directory). OAuth 2.0 is used for SSO login. For SSO login process Tenant Id and Username. Based on SSO user mapping in ES Optimizer the permissions are fetched from ES Optimizer. The application also supports SAML authentication, after SAML authentication user can access application based on roles set in application.

Security Certificate

To see security information— go to www.esct.com

Click the Thawte icon in order to see Smart Facility Software (d.b.a. Healthcare Facilities Consulting) Extended Validation SSL Certificate.



The screenshot shows the ES Optimizer login interface. At the top is the ES Optimizer logo with the tagline 'Smart Facility Software'. Below it is a login form with fields for Email* (jmwrey@smartfacilitysoftware.com), Password* (masked with dots), and App* (a dropdown menu showing 'ES Optimizer'). There are 'Login' and 'Login With SSO' buttons, a 'Remember me' checkbox, and a 'Forgot Your Password?' link. At the bottom, there is a link for 'Questions? Send us an email or visit our website.' and a Thawte SECURED logo with the text 'powered by digicert'.

This site is secure.

www.esct.com is validated as a secure site for sending and receiving sensitive data.



English ▾

ENCRYPTED SITE	✓ www.esct.com
ORGANIZATION NAME	✓ Healthcare Facilities Consulting, Inc.
LOCATION VERIFIED	✓ TENNESSEE, USA
TLS/SSL CERTIFICATE	✓ Expires: 23-Jul-2024
CERTIFICATE TYPE	✓ DigiCert EV SSL Certificate
REGISTRATION	✓ Confirmed
ADDRESS	✓ Confirmed
PHONE NUMBER	✓ Confirmed
EMAIL ADDRESS	✓ Confirmed
DOMAIN OWNERSHIP	✓ Confirmed
WARRANTY LEVEL	✓ \$1.5MM USD

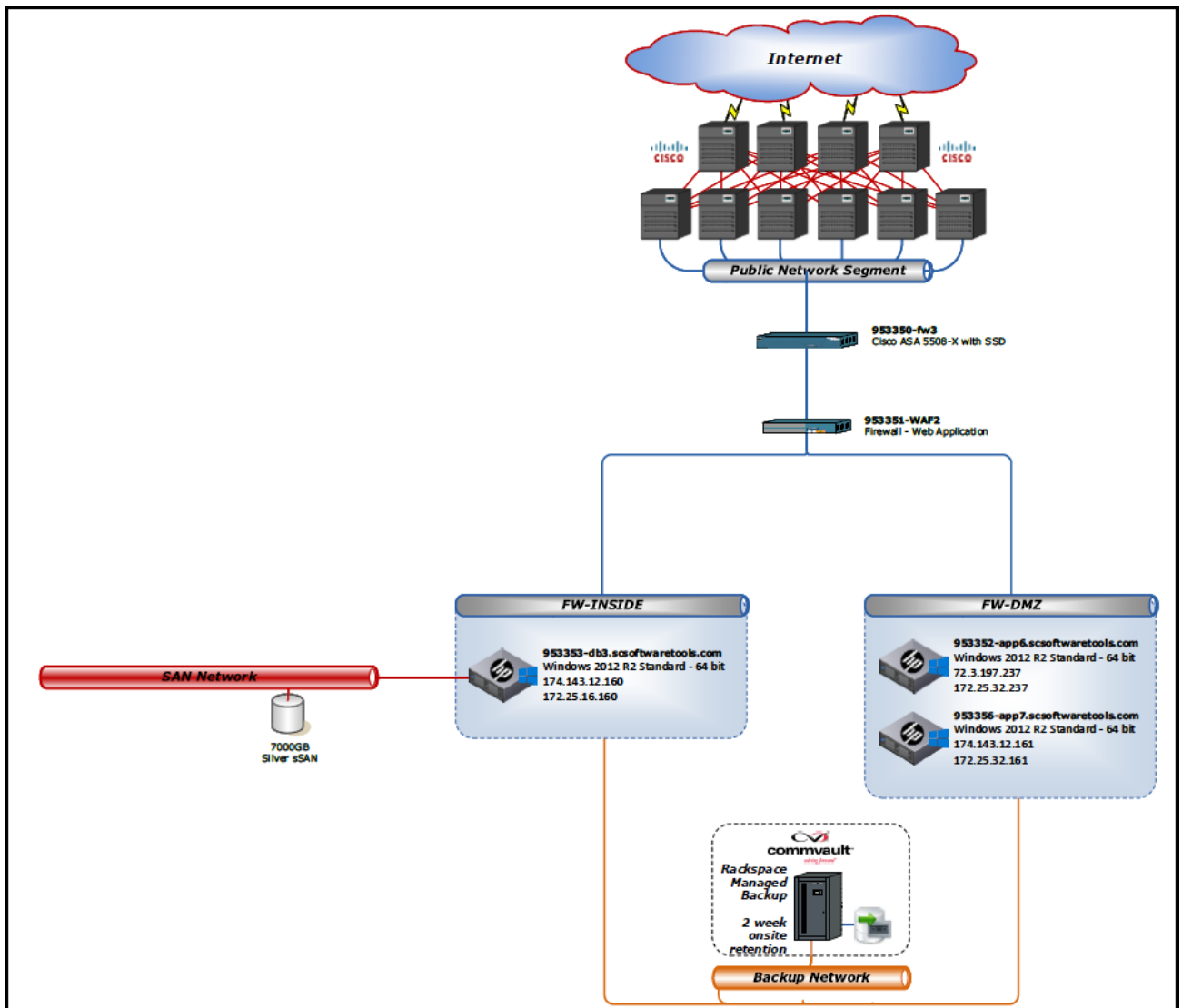
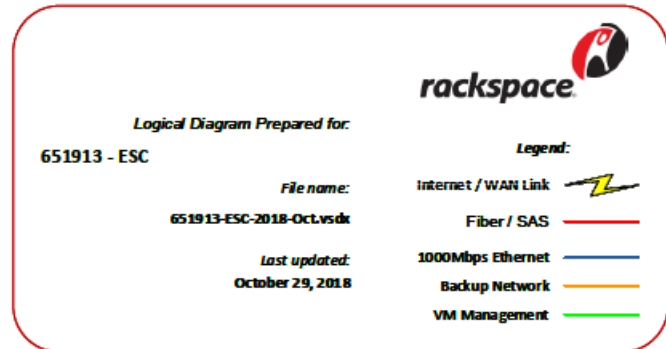
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Smart Facility Web Server Environment

Smart Facility Software contracts with Rackspace for our dedicated web app architecture which includes our 3 dedicated servers and firewall. All servers are equipped with Sophos Virus Protection and is updated regularly. ALL of our systems are backed up daily using a Managed Backup process. Incremental Daily and Weekly full retaining two weeks. All of our servers are equipped with RAID 10 RAID arrays to protect your data.

Network Diagram for ES Optimizer, Cloud Servers and Survey Optimizer



Our servers are in a highly secured data center which is SSAE 16 / ISO 27001 Compliant. Below please find an outline of the facilities security and infrastructure.

Facility

- Data Center floor space is approximately 78,000 square feet of raised floor
- Site is manned 24x7x365 with Rackspace Operations personnel
- OEM service/maintenance contracts on all facility infrastructure systems
- ISO IEC 27001 certified, Safe Harbor, ISO 0016 Compliant

Security

- Card reader access required to enter facility
- Biometric scanner access required to enter data center floor
- Proximity readers track all movement between areas
- Security cameras recorded by digital video recorder
- Bullet proofing behind all windowed areas

Power

- Facility rated at 135 watts per square foot
- Nine 3,000 KW transformers (N+1 configuration)
- Dual Utility Feeders from Separate Electrical Substations with ATO protection

UPS

- Nine 2,000 KVA Powerware UPS Systems (N+1 configuration)
- 328 UPS power distribution panels
- UPS fed panels are fully redundant
- UPS provides instantaneous conditioned power for facilities until generator synchronization; transfer of power is automatic
- 30 minutes battery life at peak load

Generator

- Two sets of four 1,500 KW Cummins diesel generators (N+1 configuration)
- Two sets of four 2,000 KW Cummins diesel generators (N+1 configuration)
- Generators activate and fully synchronize within 30 seconds
- Each generator has its own supply system with 2,500-gallon tank
- Three fuel suppliers under contract to deliver fuel as needed
- 48Uhour on site fuel capacity under full load

HVAC

- 1,504,250 CFM delivered to raised floor area
- 7,500 Tons of cooling capacity (N+ 2 configurations)
- 38 air handling units equipped with HEPA filtration
- 49 computer room air handling units equipped with HEPA filtration
- Five 1,500UTon York YK centrifugal chillers w/VSD
- Six Marley cooling towers
- Five chilled water loop pumps, and condenser water loop pumps
- Redundant water sources for cooling towers

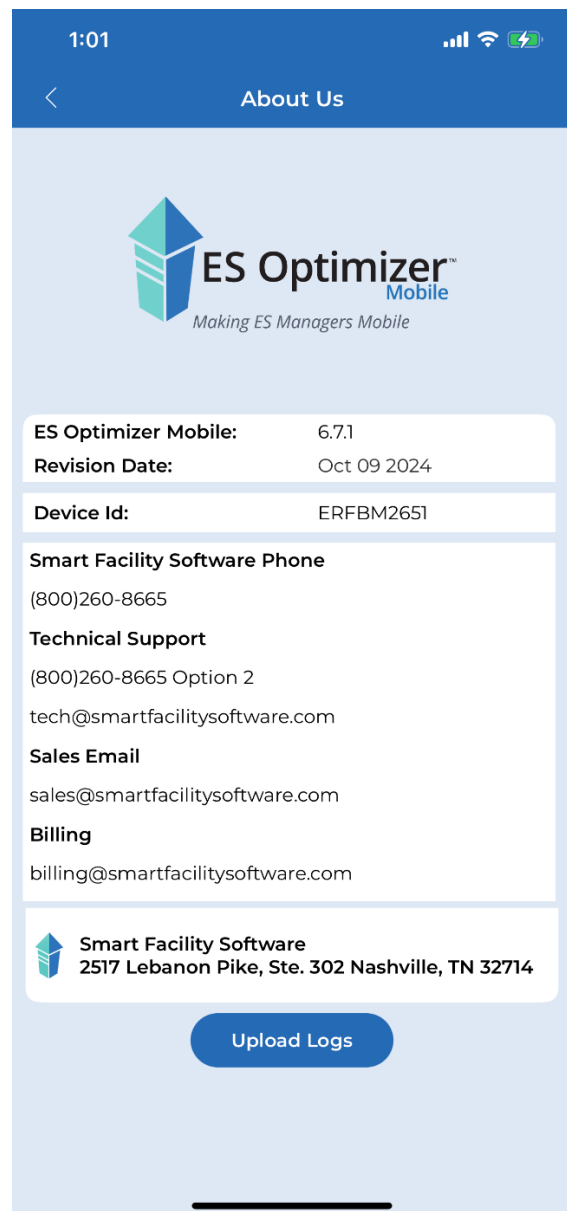
Fire Protection

- Early Smoke Detection (VESDA)
- Dry pipe pre action fire suppression system

iOS Apps

Please note these apps are not necessary to utilize ES Optimizer. However, ES Optimizer Mobile is required to perform paper free Cleaning Step Inspections (ES Optimizer) and paper-free Surveys (Survey Optimizer). Our apps synchronize with our Cloud Based Servers thus eliminating the need for continuous real-time internet connection while users are in the field populating an ES Optimizer or Survey Optimizer database.

Smart Facility Software iOS Apps	Corresponding Web Apps
ES Optimizer Mobile 6.7.1 Revision Date 10/9/2024	For Management to Synchronize with: ES Optimizer, Survey Optimizer, and ES Service Optimizer
ES Service Optimizer Tech Mobile 2.7.2 Revision Date 9/9/2024	For Service Techs to Synchronize with: ES Service Optimizer



iOS Notification and Messaging

Smart Facility Software iOS Applications use Google's Firebase Technology for notifications and messaging on the iOS Devices.

The ports to open for FCM are: 5228, 5229, and 5230. The firewall needs to accept outgoing connections to all IP addresses contained in the IP blocks listed in Google's ASN of 15169 - <https://ipinfo.io/AS15169>.

www.smartfacilitysoftware.com

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Tech Support: 800-260-8665 Option 2 – tech@smartfacilitysoftware.com
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