

# SECURE OPERATION

## Protect sensitive data and processes

Servicetrace develops software robotics solutions according to the highest data protection and compliance requirements. We design safety end-to-end, along the entire value chain. This begins with product manufacturing. Even during software development, we consider relevant safety principles. As a software robotics manufacturer “made in Germany”, we also develop our software in a country with the world’s highest security and data protection standards.



Unique to Servicetrace is our multi-patented security technology Secure Session. Independent market analysts such as Forrester and Gartner have confirmed the high security standards of this technology. Servicetrace repeatedly receives top ratings for security.



All our products are designed for enterprise-level use. This includes an extraordinarily high level of security. And, of course, you can also manage this security transparently, centrally, and compliantly.

**Automate securely with patented technology “made in Germany”.**

## What is Servicetrace's Secure Session Technology?

### Patented security for additional protection.

Secure software solutions cover these two aspects in particular: Access protection and data protection. The Secure Session technology, which has been awarded multiple patents, offers a high level of additional protection in both areas.

To prevent unauthorized persons from accessing or spying on sensitive data in running bot mode, **Secure Sessions run as invisible desktop sessions (dark processing)**. The ongoing automation is not visible or accessible on the screen at any time. The Secure Session forms an access-protected "shell" around the process execution, so to speak.

This extremely strong access and viewing protection prevents unauthorized access and bot manipulation. No one can access the executed session – not even an IT administrator. The auto-shutdown function immediately detects any attempt at unauthorized access and terminates the executed session.

*„As a public service we process sovereign tasks, among others. So we definitely need an access-secure solution that meets data protection requirements“.*

Jens Hübel,  
City of Frankfurt / Germany

GartnerCritical Capabilities report,September 2020

**Servicetrace receives Top2 rating for security examined worldwide.**

► Find out More

## Extremely reliable automation with Servicetrace

**Numerous security functions enable you to implement the operation of the bots safely, protect data, and manage all aspects of security.**



### Secure Software Development

During the development process, we check security mechanisms and address the greatest current security risks as defined by OWASP.



### Identification & Authentication

Every user and every activity must be authenticated and authorized from a central location (access and authorization control).



### End-to-End Data Protection

Servicetrace protects and encrypts digital data in every state: data at rest, data in motion, and data in use.



### Role Based Access Control

Servicetrace products have a tightly controlled role-based access and authorization concept.



### Monitoring & Reporting

With Servicetrace, automation is transparent, controllable, and traceable. We offer comprehensive capabilities for logging, monitoring, and reporting.



### Availability & Failover

Our products fit seamlessly into the existing recovery/availability infrastructure. Failure scenarios can be managed at an early stage with emergency alerts.

## Four Benefits of Secure Session Technology

**Secure Session technology has four integrated security features that provide organizations with automated and unparalleled data and access protection.**



### 1. Privacy & dark processing

Secure Session is like an additional security envelope around the executed automation. The hidden, invisible Windows session runs under a separate user account.



### 2. Access protection & auto-shutdown

No one can access the secure session without explicit authorization. The auto-shutdown function detects any unauthorized access attempts and immediately terminates the executed session.



### 3. Strong data encryption

All required data is stored centrally with 256-bit encryption. The data transfer from the server to the software robot is encrypted via HTTPS and additionally with 2048-bit encryption..



### 4. Principle of forgetting

The software bot, which executes the process within a secure session, does not store any data. The bot only retrieves the encrypted data from the server in the instant it needs it – and then immediately “forgets”.

## Servicetrace: Process Automation “made in Germany”

**Servicetrace was one of the first companies ever to start developing software robots and process automation solutions back in 2004.**

Industry leaders and global players such as Siemens, Deutsche Telekom and Merck trust our experience and our leading automation solutions in the areas of Robotic Process Automation (RPA), Application Performance Monitoring and Test Automation. Market analysts such as Gartner and Forrester consider Servicetrace to be one of the top global vendors for RPA.

Servicetrace aims to empower organizations of all types and sizes for successful enterprise-wide process automation. To do this, the company develops holistically designed and easy-to-use solutions that enable organizations to effectively and efficiently plan, operate and control the complete process automation process. Servicetrace products feature highly sophisticated, intelligent recognition technology for images, patterns, text and characters, and integrated security and scaling technology that is patented multiple times.

The company has locations in Darmstadt (headquarters), Mannheim, Dubai and Singapore. An international partner network provides world-wide access to state-of-the-art automation solutions “made in Germany”.



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