



HUB MIS
income
admissions

Cutting-edge technology from software to infrastructure

The HUB platform has been built from the ground up with security and performance at the forefront of the design process.

This document outlines the security, backup and resilience provided by HUB, as well as the minimum requirements for access to the service.

Find out more about the vanguard in future-proof software for independent & international schools

How HUB keeps your data safe and secure

Encryption policy

The HUB platform is accessible only via HTTPS, utilising 256-bit encrypted communication between client browser & the service.

Customer files, database data & associated backups are stored with 256-bit encryption (AES256) but also encrypted whilst data is within the Google infrastructure platform.

Automated updates

Servers are hosted on a firewalled private network automatically updated by Google. Containers we host are security scanned & regularly checked for latest updates. The code that is developed & deployed has various automated tooling to ensure vulnerabilities are removed.

External access restrictions

All access is logged; access is only given on a need basis. Policies & processes exist to ensure delivery happens correctly, safely & efficiently.

Use of external services are reviewed to ensure they meet our requirements & that they upheld a level of security.

Penetration & incident management

Review of “attack surface” of HUB is regularly carried out to ensure it remains as small as possible & security covers the latest developments within industry.

Penetration testing is undertaken at least annually & more frequently where possible.

Incident management policies exist and are designed to cater for any major event.

All of the above ensures a sophisticated stable platform for your data to stay safe and secure.



Overview of process behind design and build

HUB is a cloud native platform using cutting-edge technology, from software to infrastructure.

The frontend is not only designed to be easy to use but also to reduce cognitive load on the end-user.

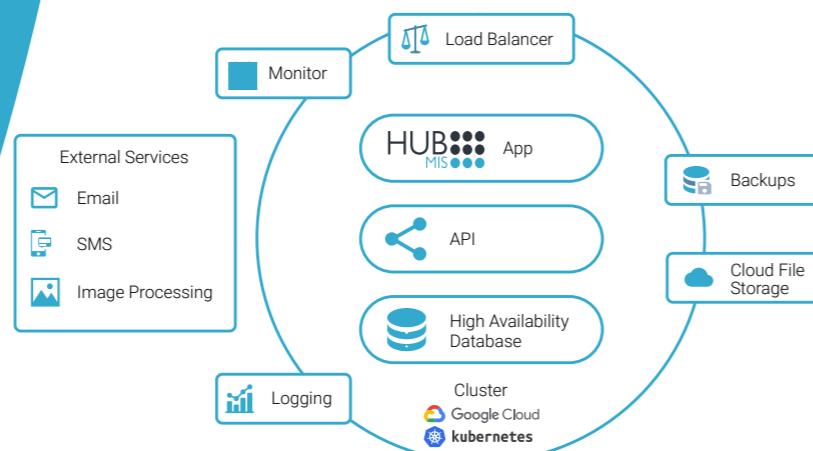
It interacts with an API which will be opened up for use by partners and schools.

The API uses OAuth for its authentication, the same as Facebook, Twitter and various banks as part of the Open banking initiative.

Virtual self-healing capabilities provided by advanced container orchestration will enable fast, automated deployment of additional application nodes where excessive error conditions are detected.

Including new features, and built from the ground up with security and performance at the forefront of the design process, HUB will be the vanguard in future-proof software for the independent and international schools market.

HUB suits all types and sizes to enhance all areas of information management, whether part of a new school, a small school, or a large school group, and is infinitely scalable and modular. HUB provides a global reach with access from anywhere, on any device, and in multiple languages.



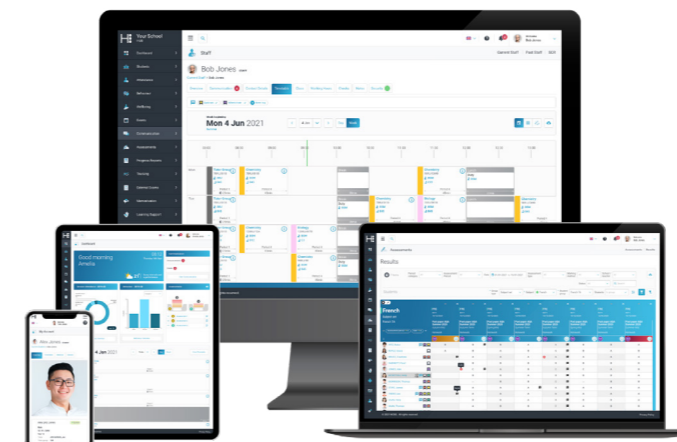
Added strengths of Google products

HUB resides on the Google Cloud Platform, a Top Tier Infrastructure-as-a-Service (IaaS) provider, and is globally available. Following the UK's departure from the European Union, the data residency of the infrastructure is kept within the UK, and is fully compliant with UK and EU GDPR. Using Google's products ensures we have a system that:

- is designed to scale without issues and resilient to failure
- has code that can be deployed quickly and rollback can happen fast
- is monitored to see issues before they reach our customers
- is highly performant through various techniques (such as load balancing and caching) and is accessible from anywhere in the world
- has the hosting deployed via code meaning that changes are logged and rollbacks are possible when required

Google Cloud Platform is certified ISO 27001 compliant and Google data centres are protected with several layers of security to prevent any unauthorised access to your data.

Google employs various measures, including secure perimeter defence systems, comprehensive camera coverage, biometric authentication, and a 24/7 guard staff.



Optimised environment



Uptime Target

HUB is designed to be near-zero downtime; current uptime target is 99.95%. WCBS expects to achieve upwards of four 9s (99.99%) as we are continuously optimising our platform, product resilience & stability.



Data, Backup & Disaster Recovery

Database, uploaded files & associated backups are within Google Storage, designed for 99.999999999% (11 9s) annual durability, provided through redundantly storing data across multiple devices located in multiple regions.

The HUB platform utilises high-availability MySQL with point in time recovery enabled up to 7 days. Customer databases are backed up daily, & backups are retained for at least 30 days for platform disaster recovery purposes only. Stored emails are accessible up to 30 days after the fact.



Access Requirements

The latest version of the following modern browsers are recommended: Microsoft Edge (Chromium based), Google Chrome, Mozilla Firefox or Apple Safari.

We recommend Chrome or Safari, however, for the best experience.

You may need to make changes to a firewall to ensure that HTTPS traffic is allowed through to our platform.



Customer Data Limits

Customers receive an initial 50GB data limit relating to file uploads to the product, including files generated & stored by the product on behalf of the user. Higher usage tiers are available; please contact us for further information.

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WCBS is a trusted supplier of leading school MIS, admissions and finance software to the independent and international education sector for over 35 years.

Find out more about the vanguard in future-proof software for independent & international schools