The Deltek Cloud

Taking you into the future with a secure, reliable and highly available cloud platform.
Unlock Your Business Potential

As you consider solution providers, you need complete confidence in the security, privacy and handling of your data and applications. Deltek’s Cloud offers a secure and scalable platform to drive your business forward while handling your data safely and privately.

By choosing the Deltek Cloud, you can free up your IT organization to focus on your own growth versus supporting yet another system. Get the best of both worlds - a proven professional services solution without the hassles of updating servers, hardware or any of the IT monitoring or technical maintenance. With Deltek, you can stay confident that all of the necessary infrastructure, security, and compliance controls are covered by Deltek’s team of experts.
Harness the Power of the Deltek Cloud

Deltek’s best-in-class approach provides a consistent experience across all of our cloud solutions. Whether you are a small firm with one solution or an enterprise business with multiple, you can be assured Deltek’s Cloud delivers on these key pillars:

- **Security** Taking every measure possible to make sure your data is secure
- **Compliance** Providing the controls needed to ensure your data is private and complies with global regulations
- **Flexibility** Ensuring you can easily and safely get data in and out of your system
- **Scalability** Handling all of your needs and supporting you as you grow with reliable performance
- **Enhancements** Keeping your software current while providing new capabilities to your end users faster
- **Support** Helping you unlock your IT team’s potential by relying on Deltek to handle any issues that arise
IDC Names Deltek a "Leader" in the PSA ERP Marketscape for SaaS and cloud-enabled solutions.

"All of Deltek's PSA ERP product lines should be considered by businesses that live and die by their projects. The PSA ERP applications are developed with project management and project accounting at their core... In industries, such as government contracting and architecture, engineering and construction (AEC), there are few competitors that can match Deltek's expertise."

- IDC MarketScape Worldwide SaaS and Cloud-Enabled PSA ERP 2017 Vendor Assessment

www.deltek.com/IDC
Security

Secure and Safe
Protecting your data is our top priority. Deltek ensures security at every layer - the technology and infrastructure, people, processes and tools. Every product, environment and all infrastructure are monitored 24x7x365 and regularly evaluated using industry leading security assessment methodologies.

Technology
Deltek’s cloud architecture is designed with security, threat prevention & detection, and system monitoring controls from the ground up. These include:

- Next generation endpoint protection including anti-malware, antivirus to identify and remove suspicious files
- Coordinated firewalls, gateways, antivirus and intrusion platforms to detect and prevent fraudulent attempts and access
- System Information & Event Management allows real-time monitoring of system and application logging to detect nefarious activity allowing for faster detection and incident response
- Data is encrypted in flight and at rest using the highest levels of industry standards for encrypted data transmission and storage

Physical Controls
Deltek’s relationship with Amazon Web Services (AWS) brings global scale, proven expertise and physical security that is by any individual vendor’s independent data center. This unmatched relationship keeps your Deltek team’s focus where you want it most: on creating and supporting exceptional Professional Services solutions.

Oversight
Deltek has a strong corporate culture of security with full time Network Operations Center, Security, and Cloud Operations teams that provide expert oversight, while ensuring that the hosting, controls, and handling of your data is as secure as possible and are certified with annual SOC 1, 2 & 3 Type II audits.
Compliance

Data Privacy & Controls

Regardless of where you and your employees are located, Deltek has you covered. Whether it’s GDPR in Europe, PIPEDA in Canada, Australian Privacy Act (APPs), or US privacy laws, the Deltek Cloud will be able to handle your data privacy and compliance needs. US government contractors can also rest easy knowing that Deltek’s government contracting solutions have NIST 800-171 compliant controls.

We take every measure possible to ensure we handle your data safely, including model clauses for European compliance. Deltek clients have access to a Data Processing Agreement (DPA), which will meet requirements of GDPR, PIPEDA, Privacy Act (APPs) and US privacy laws.

Deltek incorporates principles of Privacy by Design and Privacy by Default in various ways including:

- Defaulting data privacy to minimize any necessary user modifications
- Embedding privacy into the software development lifecycle of each product
- Ensuring end-to-end security with cradle to grave secure lifecycle management of information
- Requiring all developers, engineers, and operators keep the interests of the individual in the forefront by offering such measures as strong privacy defaults, appropriate notice, and empowering user-friendly and user-centric options

The architecture of the Deltek cloud environment, combined with stringent policies and safeguards by Deltek, helps keep all clients’ data private in all forms. Data privacy is upheld through both data segregation and access control. Deltek implements the “Least privilege” principle for personnel granting system access at only the minimal level needed for job responsibilities.
Flexibility

Extensible and Accessible

While you want your data secure and private, you also need the ability to get data in and out of your system. Deltek understands this and makes it easy for you to safely access, copy and move your data. We provide clients flexible methods to access data in the cloud whether in real-time or scheduled for volumes of data needed with data warehousing.

Whether you are looking to build upon or integrate your solution, Deltek Global Consulting is here to help. Our team leverages methodologies and consulting approaches across all products to ensure you receive the same great experience. We also understand that requirements change, and design our processes to be scalable and flexible to meet your growing needs.
Scalability

Growing with You

Regardless of your size, complexities or unique business requirements, the Deltek Cloud can handle your firm’s growing needs. We provide a worry-free environment so your IT teams can focus on strategic initiatives, and you can stay confident that your cloud solution will sustain you now and into the future.

With AWS as our Infrastructure as a Service (IaaS) partner, clients benefit from the extensive compute capacity, geographic reach and workload types. Additionally, we can focus on improving our processes and bringing more modern and sophisticated solutions to our clients.

Our cloud platform meets the needs of varying firms and supports various Deltek ERP offerings including:

- Foundational solutions built upon templated databases to get smaller firms up to speed quickly
- Additional flexibility in solutions for mid-size companies to adapt to growing needs
- Robust enterprise solutions for the full Platform as a service (PaaS) experience

Thousands of customers from small businesses to global multinational firms with over 100,000 employees utilize the Deltek Cloud for project-based solutions. Additionally, tens of millions of users rely on the Deltek Cloud to support day-to-day business needs.
Enhancements

Change Managed

As part of your Deltek Cloud solution subscription, you’ll automatically receive new enhancements through managed upgrades. As part of Deltek’s software release management process, you’ll receive fully tested, controlled product releases automatically applied to all of your Deltek environments. These come complete with patches to the products as well as patches to the underlying infrastructure including any security updates from vendors.

Deltek Cloud Operations provides all necessary maintenance to the cloud offerings, including the infrastructure at the operating systems layer and database plus periodic updates to the application. By eliminating these responsibilities, you can unlock your IT team’s potential and also gain assurance that your cloud offerings are consistently kept up-to-date and safe and secure in the Deltek Cloud.

Regardless if you have one solution or multiple in the Deltek Cloud - it’s the same world-class experience.

By choosing the Deltek Cloud, you're safe, secure, and supported.
Support

Available and Accessible

Deltek’s award-winning teams provide unmatched services and support including:

- **Customer Care Team** is comprised of well-trained support analysts available worldwide to assist you with your Deltek solution. As part of your support plan, you’ll get the latest product enhancements and support cases should any critical issues arise.

- **Customer Success Program** dedicates a point of contact for all cloud clients to help you manage the product life cycle and enhance your overall experience with Deltek.

- **Deltek Global Consulting** provides all implementation, upgrade and training needs. Whether it’s a packaged implementation, custom deployment or post-implementation training, our team leverages methodologies and consulting approaches that are scalable and flexible to meet your needs.

- **Deltek Cloud Operations Team** provides extensive monitoring, routine back-ups and regimented failover and disaster recovery policies. Rely on Deltek for all disaster recovery, change management, and security needs so you can unlock your IT team’s potential.
Step into the future with a secure, reliable and highly available cloud platform for your professional services solutions.
Deltek is the leading global provider of enterprise software and information solutions for government contractors, professional services firms and other project- and people-based businesses. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. 20,000 organizations and millions of users in over 80 countries around the world rely on Deltek to research and identify opportunities, win new business, recruit and develop talent, optimize resources, streamline operations and deliver more profitable projects.

Deltek – Know more. Do more.

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