

TOSHIBA

e-BRIDGE SKY Suite™

Security Guide



* This service is not available under this name, e-BRIDGE SKY Suite™, in the European region.

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Ver00 F1 Issued in May. 2022

**TOGETHER
INFORMATION**

e-BRIDGE SKY Suite™

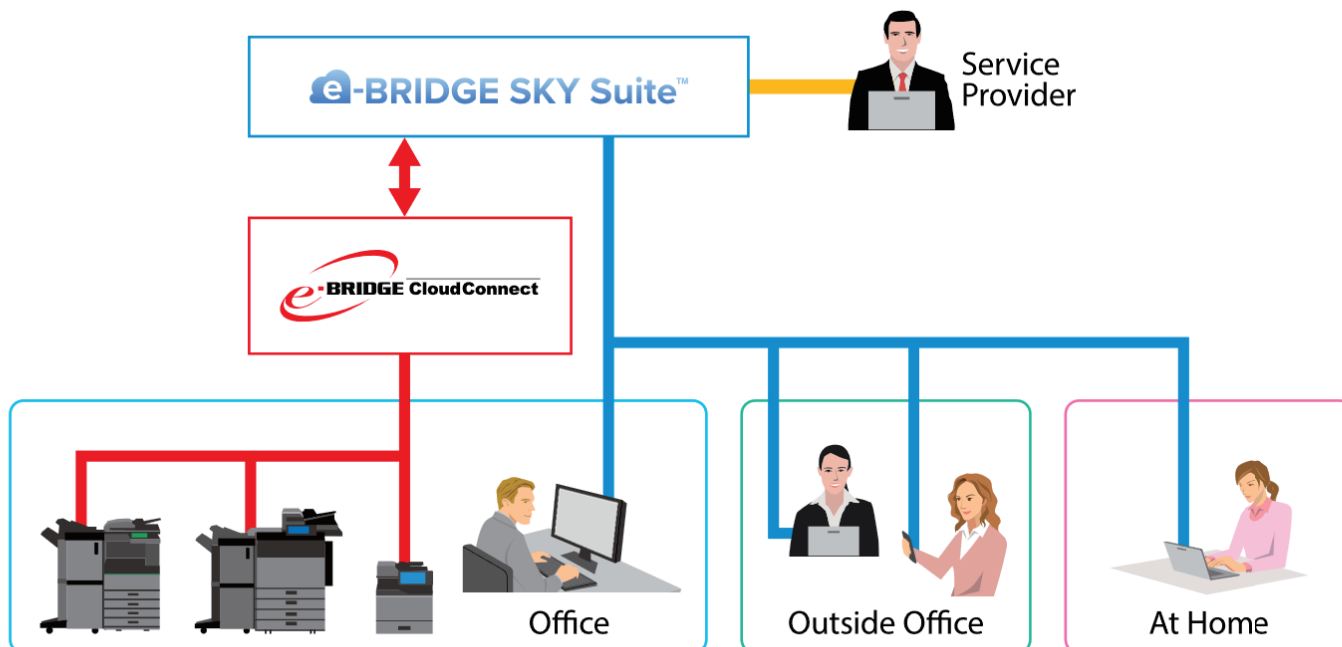
To deal with problems faced in various business scenarios, we provide a solution by one-stop service. By using e-BRIDGE SKY Suite™, you are able to use a service suitable for your problem in a one-portal site. You are also able to access and manage data and devices anytime and anywhere remotely. This will reduce cost and time, and thus operating effectiveness can be improved considerably.



e-BRIDGE Meter Collector / e-BRIDGE Device Management Overview

These e-BRIDGE SKY Suite™ modules link with our current cloud based service platform e-BRIDGE CloudConnect and provide you with secure visibility and control of your Toshiba MFP fleet.

Using just a single dashboard you can see the status of any device, check usage counters and consumable levels along with being able to manage settings across your whole fleet.



Collected Data and Security

e-BRIDGE SKY Suite™ uses the operation status information of MFPs collected by the linked e-BRIDGE CloudConnect. This information contains the data regarding the usage fee and maintenance, such as counter data (number of used sheets of paper), device failure, consumables replacement, device settings and adjustment. Data collected from MFPs are encrypted by an HTTPS protocol and then can only be sent from MFPs to an e-BRIDGE CloudConnect server with valid authentication, resulting in the prevention of outside intrusion into the MFP.

■ Collected data

- Device information
Serial number, model name, device explanation, others (MFP unique information)
- Counter information
Print counter, scan counter, MFP type (B&W or color), other counters
- Consumables' information
Toner cartridge remaining amount, drum cartridge status, other consumables' information
- Service-related information
- Device settings, error code, firmware version, other service-related information

Operation and Management of Cloud Service

■ Operation and management of ISO27001 compliance

e-BRIDGE SKY Suite™ is hosted in environments that have obtained ISMS (Information Security Management System) certification (ISO/IEC 27001).

In the near future we will also obtain certification to the ISO/IEC 27017 standard.

■ Security and compliance of Microsoft Azure

e-BRIDGE SKY Suite™ is hosted on Microsoft Azure, and thus the security of the data center is maintained at the highest standards. Microsoft Azure complies with numerous standards including ISO 27001, ISO 27018, SOC 1, SOC 2, SOC3, FedRAMP, HITRUST, MTCS, IRAP and ENS.

For further details, refer to the following URL for the Microsoft Azure website.

<https://www.microsoft.com/en-us/TrustCenter/Compliance/>

■ Periodic vulnerability audits

Toshiba I.S. Corporation performs regular vulnerability audits on the e-BRIDGE SKY Suite™ platform to ensure the utmost security of the system.

WebInspect by Micro Focus and InsightVM by Rapid 7 are used as a vulnerability check tool to perform vulnerability assessments specific to web applications.

■ Monitoring of operation, malfunction and performance

e-BRIDGE SKY Suite™ collects and analyzes telemetry by using Azure Monitor to ensure the system is available and performing at its peak by proactively identifying and acting on potential problems in just moments.

Cloud Service Security

■ Encryption of communication path

All user communications with the e-BRIDGE SKY Suite™ service are protected using HTTPS protocol supporting encryption at TLS1.2 or later only.

■ Server authentication

Server authentication certificate issued by a third-party certification organization prevents server spoofing. Server authentication certificate (TLS/SSL certificates) uses OV authentication (corporate authentication certificate) issued by a third-party certification authority.

■ Network disconnection

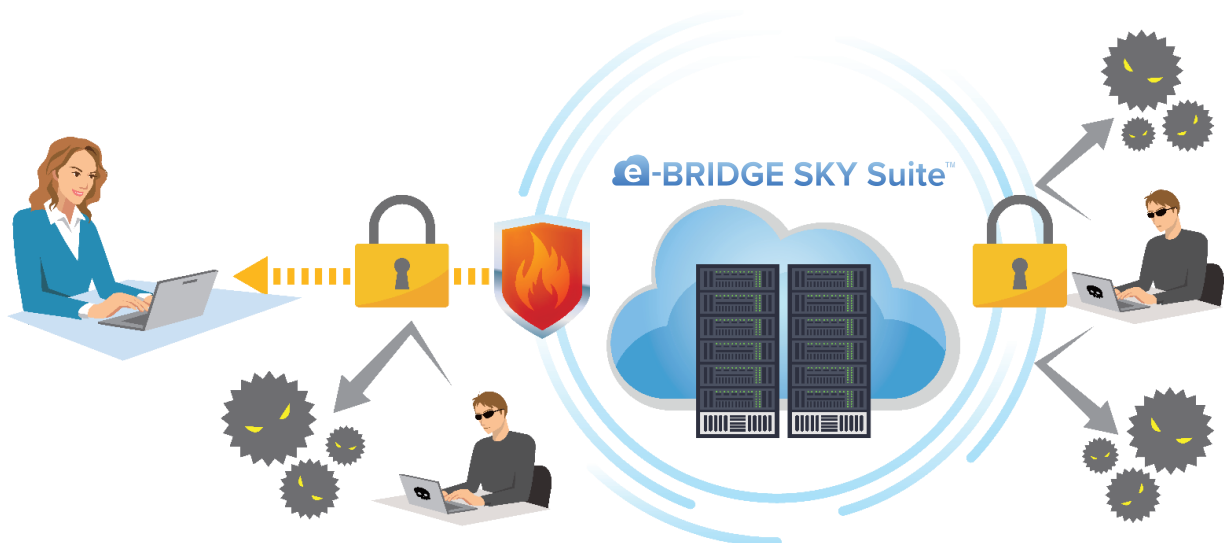
To prevent security risks from cyber attacks and access to any important data, e-BRIDGE SKY Suite™ back end servers and database are disconnected from the internet by a virtual network (VNet). Thus, it is protected to prevent direct access to important data.

■ WAF (Web Application Firewall)

WAF (Web Application Firewall) minimizes risks by detecting and preventing attacks that exploit web application vulnerabilities, including SQL injection and cross-site scripting.

■ Malware countermeasure

e-BRIDGE SKY Suite™ introduces a Microsoft Defender virus countermeasure to protect the system from malware (malicious software), viruses and other threats. Even in the unlikely event that a threat is detected, appropriate measures can be taken to respond quickly and prevent information leaks.



FAQ

■ System Security

e-BRIDGE SKY Suite™ is hosted in environments that have obtained ISMS (Information Security Management System) certification (ISO/IEC 27001).

By the end of 2022 we will have also obtained certification to the ISO/IEC 27017 standard.

■ Data storage location

Data for the e-BRIDGE SKY Suite™ application are stored in Microsoft Azure cloud data centers in North America (U.S.A.), Europe (Netherlands) and Asia Pacific (Australia), depending on the region served.

For details about the latest data security and compliance information, refer to the following URL.

<https://azure.microsoft.com/en-us/overview/trusted-cloud/>

■ User authentication

Microsoft Azure AD B2C is used for the user authentication of e-BRIDGE SKY Suite™.

Microsoft Azure AD B2C uses OpenID Connect (OIDC) in the identity management infrastructure provided by Microsoft to allow users to securely sign into applications. It also enables a single sign-in between multiple services provided, offering both convenience for users and enhanced security.

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