

Development and Organic Growth

As the PenguinData “Penguin” count continues to grow, our feature set is constantly expanding to meet our clients' needs. The robust PenguinData SaaS platform allows our clients to benefit from this organic growth and ever-evolving alignment with your industry’s needs.

PenguinData keeps its finger on the pulse of the multiple industries it supports through constant contact with its customers to ensure needs are met and trends are accommodated. The complete ERP workflow management allows PenguinData clients to be encompassed in all aspects.

The user experience and how clients utilize PenguinData for their needs may vary from client to client, so a consistent and intuitive feature set has been employed to get our users up and running expeditiously. The layout of our user interface has been revisited in critical areas to provide a more efficient use of screen real estate for quick visual access to the data most needed and to also provide faster entry of data right at your fingertips.

Security, Redundancy, and Scalability

One of the primary concerns of software service providers is the security and accessibility of our client's data. PenguinData has taken extensive measures to ensure that, from a cyber-security perspective, the data within our system cannot be tampered with or maliciously altered.

Third-Party Security Testing

PenguinData utilizes eSentire's services to detect threats, vulnerabilities, and potential exploits in all of our services. The results of all tests are reviewed regularly, and any items found are prioritized for remediation.

These security tests include:

- Automated scanning of our web application
- Manual vulnerability and penetration testing of our web application
- Manual vulnerability and penetration testing of PenguinData infrastructure

Encryption of Data

- All data stored by PenguinData is encrypted at rest using AES 256-bit block-level encryption.
- Connectivity from clients to PenguinData web services, as well as internal connectivity between systems, is encrypted.
- Row-level encryption of sensitive information in the database.

Failover

PenguinData maintains multiple geographically distributed data centers for real-time replication of client data. This allows us to quickly failover to alternate locations to maintain services. Full testing of failover locations is performed quarterly to ensure maximum service availability.

Scalability

PenguinData’s cloud architecture allows us to scale up and redistribute resources quickly to meet increased demand. All systems' performance is monitored to ensure consistent performance.

Reporting

The organized display of data within PenguinData provides insight to make better business decisions and highlights areas where preventative measures can be taken. PenguinData's reporting features provide users with real-time access to their data.

Reporting can be broken into two delivery methods:

- Ad-hoc - Reports are client-driven and client-created to facilitate our clients' unique, custom reporting needs.
- Static - Reports are internal to and developed by PenguinData. These reports are available to all SaaS platform customers. Reports are organized within the PenguinData UI to provide access to module-specific data.

PenguinData Reporting has recently improved exponentially with the upgrading of our customer-facing ad-hoc reporting tool to the newest version of Tibco's JasperSoft, version 7.5. Static reporting has also been enhanced with the recent implementation of leveraging Microsoft's SQL Server Reporting Services. These upgrades provide PenguinData clients with the power to produce not only real-time reports but also on-time reporting by way of user-specified, customizable reporting scheduling when they need access to their data at regular intervals.

Summary

The ultimate measure of success is providing a tool that feels like a seamless extension to our clients. It is a tool that "gets out of the way" and truly feels as if it is helping and not hindering your business processes. Entrenching ourselves into our client's workflow also builds and maintains a relationship that leads to customer retention. PenguinData prides ourselves on adapting to the current climate of our industries and organically changing to meet the needs of our clients whatever that may necessitate. Secure capture and accurate reporting of our client's data is of the utmost importance to ensure PenguinData's role in your workflow, however large or small, is consistent and feature rich.