



Brochure

Soprano Connect

CPaaS Secure *Mobile Communications*



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Security breaches cause service disruptions, data loss, and reputation damage that add up to significant costs for businesses. Even a minor breach can cost \$1M, and a severe breach can run as high as \$100M+.

Soprano adheres to NIST-recommended best practices to provide a secure mobile messaging solution that can become part of a proactive IT security program designed to minimise the risks and costs associated with service disruptions.

There are several security features that can be deployed on Soprano Connect to provide additional layers of access control and visibility. This allows Soprano to meet stringent organisational IT security policies.

By default, data is encrypted on transit (TLS 1.2) and encrypted at REST. Servers are in secure, geographically separate data centres in HA configuration that act as a failover. In addition, the Soprano Connect platform is ISO/IEC 27001: 2013 Certified.

The Challenge

IP Filtering/ Access Control

Ensures only messages sent from your organisation are processed on your account. It does this by checking IP addresses. If the request did not come from one of the permitted IP address, it is not processed. This means a message sent to the platform from a processing with a spoofed source (sender), inclusive of alpha tags or mobile numbers, will not be processed unless it originates from your nominated IP or IP range. This is equivalent to whitelisting of IP address but in this case, you have control via an application interface.

Content Masking

Messages are scrambled so that they are not readable. This provides the ability to see the number of messages sent but not content. Furthermore, the message content cannot be exported, ideal in ensuring data (e.g. OTP or other sensitive data such as PII) is not visible to staff or Soprano support.

User Content Visibility

Provides limits tagged in user, message orders (ie 'my orders'), messages in the dashboard and reports. Note: User Content Visibility is not applicable to administrator level access - administrators can see all items.



Simple Template Messaging

Gives control over the outgoing messages. Using pre designed templates, standard users can send messages Ideal for call centres where standard users pick a pre-defined template message to send. Message Templates are defined by the administrator and can contain editable fields, allowing standard users to personalise messages.

GAMMA

This is secure IP messaging. The GAMMA app is downloaded to your mobile to enable secure IP communication person-to-person (P2P) and/or Application-to-Person and vice versa (A2P/P2A). A2P/P2A is enabled through use of webhooks. It also has forms capability where users can input data. With GAMMA, P2P conversations are further secured through the use of message expiry rules (sent messages are deleted based on the expiry rule) and remote wipe capability where sent messages can be deleted remotely.

Blacklists & Whitelists

This feature ensures only approved recipients receive messages. It can be used as a blacklist where numbers are blocked if not approved or it can be used as a whitelist where only numbers on the list can receive.

RBAC

Role Based Access Control (RBAC) provides user access control based on the activities a user will be performing. The CPaaS platform has administrative and standard user level accesses. Depending on role, the assigned access level will control what actions you can perform on the platform.

GLOSSARY

2FA – Two factor Authentication

A2P – Application to person

HA – High Availability

IEC – International Electronic Commission

PII – Personally Identifiable Information

NIST – National Institute of Standards and Technology

ISO – International Organisation for Standardisation

IP – Internet Protocol

P2A – Person to Application

RBAC – Role Based Access Control

REST – Representational State Transfer

TLS – Transport Layer Security

Webhooks – Web application callback



About Soprano Design

Soprano is an award-winning global communications software solution provider founded in 1994 in Sydney, Australia.

Soprano's powerful digital transformation omni-channel CPaaS solution, Soprano Connect, supports over 3,500 enterprise and government customers including some of the best-known names globally in banking, retail and healthcare.

Additionally, Soprano counts AT&T, Telstra, BT, Vodafone, Orange, Starhub, Smart/PLDT and Celcom among the telco partners that use its trusted platforms to offer CPaaS to their own customers. Soprano Connect provides a menu of sophisticated SMS, Voice, Email, RCS and IP-messaging APIs that are delivered alongside its powerful cloud administration platform to enable sophisticated routing, consent management, hierarchy with sub-account billing, localization and an array of security and compliance controls to assist large firms and government organisations to comply with regulation, policy and anti-spam guidelines.

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