



**Keep control  
and  
safeguard  
business continuity**

*Trusted Third Party*

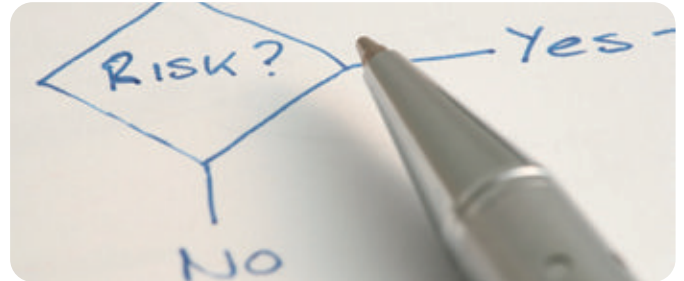
# SAFEGUARD BUSINESS CONTINUITY

*Many organisations use business critical applications to support or manage their business processes. This creates a dependency on suppliers who provide these applications. In many cases this can create serious risks to business continuity. An escrow solution helps to mitigate the risk.*

## Risk Management

Organisations prefer to minimise the risk of stagnation of their business to a minimum. They identify their risk using risk management.

In reality they prefer to continue the use of existing applications because of the high investment and time-consuming implementation processes.



## Uncertain Future

The future of your business critical or custom made software might be jeopardized in the event that a supplier is no longer able to deliver the agreed support, maintenance and updates (i.e. bankruptcy, discontinued products or changed service levels). There may be immediate obstacles because the software no longer works and in the future when the end user wants to change the application to grow with the organization it can be difficult or impossible.

## Protection of Source Code

The changes to an application can only be made when there is access to the source code. The source code is the building block of the application and is required to rebuild the application. This source code and the intellectual property are usually owned by the supplier and your organisation pays for a license to use the software. Even though the software is custom coded, the copyright often lies with the supplier. By securing source code with an escrow arrangement you secure your business continuity.

***Risk Management identifies and quantifies your risk to interrupted use of business critical software. An escrow arrangement helps you to mitigate and reduce the impact of that risk.***

## Escrow Arrangement

The use of an escrow arrangement is an effective solution to control your risks. The source materials and documentation for the software, called the escrow deposit, are held in custody by Escrow Alliance in vaults in two geographic locations.

When the supplier is no longer able to meet its obligations Escrow Alliance releases the deposited materials following a thorough check of the release claim.

## Verification

The source code in deposit must be of both a high quality and up-to-date. The end user must be able to continue its use in unforeseen circumstances. To ensure that the correct materials have been deposited we offer, besides our Depot Check Service, various surveys and verification tests on deposited materials. Depending on the requests of our customers and / or the complexity of the application, controls are carried out at agreed intervals.

The higher the verification level, the greater the assurance.

## Intellectual Property

Escrow for software and IT environments has been used for many years. End users also want the continued use of other materials that contain intellectual property protection (i.e. formulas, blueprints, drawings and recipes). Escrow Alliance offers the Technology Escrow & IP Arrangement to protect the assets of the owner and continuity of the end user.

With an escrow the owner is assured that his material is secure and the end user can build his business in the knowledge that the loss of the supplier has no negative effects on its business.



# ESCROW ALLIANCE

*As a Trusted Third Party Escrow Alliance provides a wide range of qualitative and innovative escrow arrangements to maintain business continuity and the protection of intellectual property. Our goal is to help suppliers and end users choose the appropriate escrow arrangements.*

*When you choose Escrow Alliance, you choose a team of specialists. We combine our broad IT business experience with our extensive knowledge of software and internet to offer you the best solutions for your business.*



## How does an escrow arrangement work?

An active escrow arrangement contains an agreement, a verification of the deposit and the physical storage the deposit.

The source code of the software and associated applications and manual, called the materials are held in deposit.

To be sure that the correct and complete materials are deposited a deposit check is performed. Optionally, extended technical surveys and compilation services can be performed.

Applications are modified and developed. It is important that the escrow deposit is up to date and of good quality. Therefore the supplier is regularly invited to deposit the most recent materials.

*'Keep control and safeguard business continuity'*

## Pro-Active Suppliers

There are many examples where suppliers choose to pro actively offer an escrow agreement. This provides a competitive edge and assures their end users of uninterrupted use of the application.

Terms of escrow are agreed between Escrow Alliance and the supplier. Each individual customer signs onto these terms or accepts these automatically when entering a license of support agreement.

## SaaS Application

For organizations that use a SaaS application ("Software as a Service", an application offered through the Internet), we have comprehensive escrow solutions.

The focus with SaaS environments is that the data is not managed on the premises of end users. Besides stagnation, there is a serious risk of losing all data. The SaaS Escrow Arrangement and the source code escrow ensures the use of the application and access to the data.

### Escrow Alliance offers:

- ✓ Source Code Escrow
- ✓ Cloud Escrow
- ✓ SaaS Escrow
- ✓ Technology Escrow
- ✓ Distributor Escrow
- ✓ Source Code Management
- ✓ Depot Check Service (DCS)
- ✓ Technical Verification Service (TVS)

#### ESCROW AGREEMENT

- Three Party Agreement
- Two Party Agreement
- SaaS Agreement
- Technology Agreement
- Source Code Management



#### VERIFICATION

- Depot Check Services
- Technical Verification Services
- Compilation Services
- Contingency Planning
- Custom Verifications



#### DEPOT

- Physical storage Materials
- Secure vaults
- Multiple geographical locations
- Coded sealbag system
- Material frequent update



For more information regarding our arrangements, agreements, deposit services and verifications go to [www.escrowalliance.eu](http://www.escrowalliance.eu)



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