

Advanced, Industry-Leading Security and Compliance

With over 160 patents and over 120 pending patents, 15 data centers across the globe and the highest levels of security and compliance, 8x8 is a leader in cloud communications. 8x8 maintains various industry-leading security and compliance certifications based on the understanding that protection of customer data is critical to any organization's survival.

Cloud Security Alliance (CSA) — Star Compliant

8x8 has achieved international Cloud Security Star Alliance (CSA) requirements through the CSA Cloud Security Alliance Cloud Controls Matrix (CCM). This is generally understood to be one of the most complete and detailed Cloud Software as a Service (SaaS) security and regulatory compliance questionnaires used to evidence compliance with major audits frameworks available today, including HIPAA, FISMA/FedRAMP/NIST, various ISO regulations including 27001/27002, COBIT5, CSA Star, Jericho Forum and NERC CIP.

FISMA/NIST 800-53 Third Party Verified Compliance

In order for 8x8 to be accepted and granted an authority to operate with various sensitive strategic entities and defense contractors in the United States and in other countries, we were certified as fully FISMA/NIST 800-53 compliant. FISMA/NIST 800-53 compliance includes 2,500 areas in which compliance must be maintained. This is commonly understood to be a superset of FedRAMP, SOC Types I and II and other major compliance standards and regulations. Our FISMA/NIST 800-53 validations do not expire.

Secure Data Centers

We contract with highly secure, top-tier data centers that maintain at least SSAE 16/18, SOC Type I and Type II, ISAE 3402, ISO 27001:2013 or equivalent compliances.

Vulnerability Management and Application Security

8x8 practices secure coding with Veracode SAST and other tools as part of our secure software development life cycle (S-SDLC) DevSecOps process. Our various IT groups rotate their Qualys, Tenable Nessus Pro and Veracode DAST and SAST scans throughout our systems on a continuous basis. We have a team of internal pen testers and we bring in one of the major global pen testing firms to ethically hack our systems regularly.

HIPAA/HITECH

8x8 works with a leading advisor on HIPAA data privacy and security practices. After extensive audits of our back-end systems and the software solutions, 8x8 secured a legal attestation of HIPAA compliance. In addition, 8x8 has a Business Associate Agreement (BAA) that it enters into with customers that require a BAA.

UK Government Authority to Operate, ISO 27001, ISO 9001, Cyber Essentials Plus

In the UK, 8x8 UK has an "Authority to Operate" from the government to work with its agencies. 8x8 UK is also listed in the UK government's G-Cloud as a compliant Cloud SaaS vendor. These require several other compliances including ISO 27001:2013, ISO 9001:2015, and Cyber Essentials Plus.

Privacy Shield

We maintain US/EU and Swiss Privacy Shield Compliance. We are also GDPR-ready to help ensure customer compliance with UK, EU and EEA privacy law.

8x8's Industry-Leading Security and Compliance

Features	Description
Enterprise grade security	Trusted by some of the largest enterprises globally
High industry SLA	End-to-end high SLA with financial commitment
GDPR requirements for data processors	Meets all of the GDPR requirements for data processors
HIPAA ¹	8x8 has received third-party validation of its HIPAA compliance and offers business associate agreements protecting our customers from any legal risk of HIPAA data exposure from their 8x8 implementation
ISO 27001 ¹	ISO/IEC 27001 is an internationally recognized best practice framework for an information security management system, and 8x8 is certified. It helps companies identify the threats to important data and put in place the appropriate controls to reduce the risk.
UK government ATO ¹	Have an "Authority to Operate" (ATO) from the government to work with its agencies, one of the UK's highest levels of security and compliance certifications
FISMA/NIST 800-53 ¹	Certified as fully FISMA/NIST 800-53 compliant, which includes 2,500 areas 8x8 must maintain compliance. Enables doing business with sensitive entities in the US government
Privacy Shield	Use 8x8 to do business internationally, with the confidence that your communications meet the rigorous Privacy Shield data protection requirements
Cyber Essentials ¹	A primary objective of the UK Government's National Cyber Security Strategy is to make the UK a safer place to conduct business online. 8x8 is compliant with the Cyber Essentials standards
FIPS 140-2 Encryption	FIPS 140-2 encryption is available as an option for 8x8 customers
Cloud Security Alliance (CSA) Star Alliance Compliance	Achieved by 8x8, the CSA Cloud Controls Matrix (CCM) is generally understood to be one of the most complete and detailed Cloud Software as a Service (SaaS) security and regulatory compliance questionnaire evidence required by major audits frameworks
CPNI	8x8 is compliant with FCC requirements for protecting Consumer Proprietary Network Information

¹ContactNow components do not apply

Communications. Transformed.

8x8 integrates voice, meetings, team messaging and contact center capabilities into a secure and compliant system of engagement.

