

# Royal Aero Secure Customer Portal

## Secure Customer Portal (SCP)

**Royal Aero understands** the importance of enabling communication and collaboration on projects between clients and group members. Finding an efficient and effective solution to help us as we strive to work better and smarter together is essential in today's global, 24/7/365 business environment.

Royal's SCP gives its clients easy access to the plethora of documents being held and worked on their behalf. That's why more and more of Royal's clients are taking advantage of the SCP.

The SCP solution enables our clients to easily access sites for collaboration, including security-enhanced document sharing. Users get the flexibility and customisation they need to truly work efficiently across teams. Our clients do not need to worry about setup, provisioning, ongoing maintenance and upgrades to the SCP. This, therefore has the added benefit of reducing the IT workload and frees up IT departments to work on core strategic initiatives that can help move your business forward.

## How It Works

The SCP leverages redundant and geographically dispersed data centers. Each data center houses a reliable infrastructure needed to support the service. The SCP helps simplify IT requirements by removing a company's

need to deploy, configure, monitor and update/upgrade a collaboration solution on premises. From Royal Aero's administration center, service administrators can enable access to specific users.

With the SCP your access can be up and running quickly with the tools your users need to review documentation, communicate and collaborate effectively, wherever they are in the world.

The SCP offers you comprehensive functionality and key features include:

- Shared document workspace
- Content management features for documents and Web content
- Document libraries with version control  
Seamless integration with Microsoft Office 2007
- E-mail alerts when documents or other items have been changed or added to a site
- Use of HTTPS to help keep Internet access secure  
Antivirus scanning with Microsoft Forefront™ Security Sign In application that provides single signon capability
- 99.9% scheduled uptime

## Migration

Many customers have existing collaborative platforms and working with our partners, Royal can help you develop a strategy for migration to the SCP



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## SCP Overview

<b>Portal</b>	Audience targeting lets information owners decide how SCP groups get information
	Access project data from anywhere in the world via the internet
	No software required
	Upload and download functionality
<b>Collaboration</b>	Easy-to-use file share capability
	Coordinates teamwork with e-mail alerts and notifications
<b>Content Management</b>	Document workflow helps users collaborate on documents and manage project tasks by applying specific business processes to the SCP site documents and items
	Pre-built SCP layouts enable clients to focus on the job in hand rather than publishing
	Retention and auditing policies can define document retention and expiration periods, provide access control and security, and enable tracking
<b>Search</b>	Users can locate content that is stored in lists, document libraries, and other locations in a SCP collection with security-trimmed search results displayed
	250 MB per user, aggregated across the organisation
	HTTPS connections help keep Internet access more secure
<b>Standard Parameters</b>	Virus filtering via Microsoft Forefront Security
	Single sign-on capability via Sign In application
<b>Client Support</b>	Internet Explorer® 6.0 or later, Firefox 3.0 or later, Safari 3.1.2
	Self-service document restore with a 30-day Recycle Bin recovery period
<b>Data Protection Service</b>	Business continuity and disaster recovery provisions built into service delivery systems
<b>Security</b>	Regularly scheduled security assessments
	Continuous intrusion monitoring and detection
<b>Service Level</b>	99.9% scheduled uptime

