



SOC 2 Type II Report

For the Period April 1, 2023 to March 31, 2024

**REPORT ON CONTROLS PLACED IN OPERATION AT SYSAID
TECHNOLOGIES LTD.
RELEVANT TO SECURITY, AVAILABILITY AND CONFIDENTIALITY
WITH THE INDEPENDENT SERVICE AUDITOR'S REPORT
INCLUDING TESTS PERFORMED AND RESULTS THEREOF.**



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Table of Contents

Section I – SysAid Technologies Ltd.’s Management Assertion	1
Section II - Independent service auditor’s report	2
Section III - Description of the SysAid Technologies Platform relevant to Security, Availability and Confidentiality for the period April 1, 2023 to March 31, 2024.....	5
Company Overview and Background	5
Purpose and Scope of the Report.....	5
Products and Services.....	5
Organizational Structure	6
Description of the Control Environment, Risk Assessment and Mitigation, Control Activities, Information and Communication and Monitoring	7
Control Environment.....	7
Control Activities.....	9
Risk Assessment.....	9
Information and Communication.....	10
Monitoring	10
Logical and Physical Access	11
Physical Access and Visitors	11
Access Control, User and Permissions Management.....	11
Recertification of Access Permissions	11
Revocation Process	12
Production Environment Logical Access	12
Remote Access	12
Software Development Lifecycle (SDLC) Overview	12
Monitoring the Change Management Processes.....	13
Infrastructure Change Management Overview	14
Description of the Production Environment	14
Infrastructure and information systems	15
Network Infrastructure	17
Web, Application and Service Supporting Infrastructure Environment.....	17
Production Monitoring.....	17
Security and Architecture	17
Data Center Security	18
Infrastructure Security	18
Application Security	18
Operational Security	19
Human Resource Security	19
Data Encryption.....	19
Support.....	20
Ticketing and Management	20
Incident Management Process.....	20
Escalation Process	20
Availability Procedures.....	21
Database Backup.....	21
Restoration.....	21
Data center availability procedures	21
Disaster Recovery Plan (DRP)	21
Monitoring Usage	21
Confidentiality Procedures	21
Subservice Organizations carved-out controls: Amazon Web Services (“AWS”)	22

SysAid Technologies' customers' responsibilities 22

Section IV – SysAid Technologies Ltd.'s controls and service auditor's tests of controls and results of tests..... 23

Testing Performed and Results of Tests of Entity-Level Controls 23

Procedures for Assessing Completeness and Accuracy of Information Provided by the Entity (IPE) 23

Criteria and Controls for IT 23

- Control Environment..... 24
- Communication and Information..... 27
- Monitoring Activities..... 33
- Control Activities..... 35
- Logical and Physical Access Controls..... 37
- System Operations 42
- Change Management 47
- Risk Mitigation 48
- Availability 50
- Confidentiality 51

Section I – SysAid Technologies Ltd.’s Management Assertion


May 9, 2024

We have prepared the accompanying “Description of the SysAid Platform relevant to Security, Confidentiality and Availability for the period April 1, 2023, to March 31, 2024” (Description) of SysAid Technologies Ltd. (Service Organization) in accordance with the criteria for a description of a service organization's system set forth in the Description Criteria DC section 200 2018 Description Criteria for a Description of a Service Organization's System in a SOC 2 Report (Description Criteria). The Description is intended to provide report users with information about the SysAid Platform (System) that may be useful when assessing the risks arising from interactions with the System , particularly information about system controls that the Service Organization has designed, implemented and operated to provide reasonable assurance that its service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability and Confidentiality set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy, in AICPA Trust Services Criteria*.

Carved-out Unaffiliated Subservice Organization: SysAid Technologies Ltd. uses Amazon Web Services ('AWS') to provide infrastructure management services. The Description indicates that complementary controls at AWS that are suitably designed and operating effectively are necessary, along with controls at SysAid Technologies Ltd. to achieve the service commitments and system requirements. The Description presents SysAid Technologies Ltd.’s controls and the types of complementary subservice organization controls assumed in the design of SysAid Technologies Ltd.’s controls. The Description does not disclose the actual controls at the carved-out AWS.

We confirm, to the best of our knowledge and belief, that:

- a. The Description presents the System that was designed and implemented throughout the period April 1, 2023 to March 31, 2024 in accordance with the Description Criteria.
- b. The controls stated in the Description were suitably designed throughout the period April 1, 2023 to March 31, 2024 to provide reasonable assurance that SysAid Technologies Ltd. service commitments and system requirements would be achieved based on the applicable trust services criteria, if the controls operated effectively and if the carved-out subservice organization applied the controls assumed in the design of SysAid Technologies Ltd.’s controls throughout that period.
- c. The SysAid Technologies Ltd. controls stated in the Description operated effectively throughout the period April 1, 2023 to March 31, 2024 to provide reasonable assurance that SysAid Technologies Ltd.’s service commitments and system requirements were achieved based on the applicable trust services criteria, if the carved-out subservice organization applied the controls assumed in the design of SysAid Technologies Ltd.’s controls throughout that period.

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Alex Raif,

Chief Information Security Officer

Section II - Independent service auditor's report

To the Management of SysAid Technologies Ltd.

Scope

We have examined SysAid Technologies Ltd.'s accompanying "Description of the SysAid Platform relevant to Security, Confidentiality and Availability for the period April 1, 2023, to March 31, 2024" (Description) in accordance with the criteria for a description of a service organization's system set forth in the Description Criteria DC section 200 2018 Description Criteria for a Description of a Service Organization's System in a SOC 2 Report (With Revised Implementation Guidance — 2022) (Description Criteria) and the suitability of the design and operating effectiveness of controls stated in the Description throughout the period April 1, 2023 to March 31, 2024 to provide reasonable assurance that the service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability and Confidentiality (applicable trust services criteria) set forth in TSP section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (With Revised Points of Focus — 2022), in AICPA Trust Services Criteria.

SysAid Technologies Ltd. uses Amazon Web Services ('AWS') (subservice organization) to provide infrastructure management services. The Description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at SysAid Technologies Ltd., to provide reasonable assurance that SysAid Technologies Ltd.'s service commitments and system requirements are achieved based on the applicable trust services criteria. The description presents SysAid Technologies Ltd.'s system; its controls relevant to the applicable trust services criteria; and the types of complementary subservice organization controls that the service organization assumes have been implemented, suitably designed, and operating effectively at AWS. The Description does not disclose the actual controls at AWS. Our examination did not include the services provided by AWS and we have not evaluated whether the controls management assumes have been implemented at AWS have been implemented or whether such controls were suitably designed and operating effectively throughout the period April 1, 2023 to March 31, 2024.

SysAid's responsibilities

SysAid Technologies Ltd. is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that its service commitments and system requirements were achieved. SysAid Technologies Ltd. has provided the accompanying assertion titled, Management Assertion of SysAid Technologies Ltd. (Assertion) about the presentation of the Description based on the Description Criteria and the suitability of design and operating effectiveness of controls stated therein to provide reasonable assurance that the service commitments and system requirements would be achieved based on the applicable trust services criteria. SysAid Technologies Ltd. is responsible for (1) preparing the Description and Assertion; (2) the completeness, accuracy, and method of presentation of the Description and Assertion; (3) providing the services covered by the Description; (4) selecting the trust services categories addressed by the engagement and stating the applicable trust services criteria and related controls in the Description; (5) identifying the risks that threaten the achievement of the service organization's service commitments and system requirements; and (6) designing, implementing, and documenting controls that are suitably designed and operating effectively to achieve its service commitments and system requirements.

Service auditor's responsibilities

Our responsibility is to express an opinion on the presentation of the Description and on the suitability of design and operating effectiveness of controls stated therein to achieve the Service Organization's service commitments and system requirements based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA). Those standards require that we plan and perform our examination to obtain reasonable assurance about whether, in all material respects, (1) the Description is presented in accordance with the Description Criteria, and (2) the controls stated therein were suitably designed and operating effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria throughout the period April 1, 2023 to March 31, 2024. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error. We believe that the evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

An examination of a description of a service organization's system and the suitability of the design and operating effectiveness of controls involves:

- obtaining an understanding of the system and the service organization's service commitments and system requirements
- assessing the risks that the Description is not presented in accordance with the Description Criteria and that controls were not suitably designed or operating effectively based on the applicable trust services criteria.
- performing procedures to obtain evidence about whether the Description is presented in accordance with the Description Criteria
- performing procedures to obtain evidence about whether controls stated in the Description were suitably designed to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust services criteria.
- testing the operating effectiveness of those controls to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria.
- evaluating the overall presentation of the Description.

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent of SysAid Technologies Ltd. and to meet our other ethical responsibilities, as applicable for examination engagements set forth in the Preface: Applicable to All Members and Part 1 – Members in Public Practice of the Code of Professional Conduct established by the AICPA.

Inherent limitations

The Description is prepared to meet the common needs of a broad range of report users and may not, therefore, include every aspect of the system that individual users may consider important to meet their informational needs.

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls. Because of their nature, controls at a service organization may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements are achieved based on the applicable trust services criteria. Also, the projection to the future of any evaluation of the presentation of the Description, or conclusions about the suitability of the design or operating effectiveness of the controls to meet the applicable trust services criteria, is subject to the risk that the system may change or that controls at a service organization may become ineffective.

Description of tests of controls

The specific controls we tested, and the nature, timing, and results of those tests are listed in the accompanying Description of Criteria, Controls, Tests, and Results of Tests (Description of Tests and Results).

Opinion

In our opinion, in all material respects:

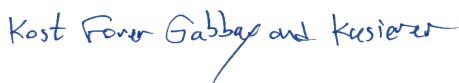
- a. the Description presents the SysAid Platform system that was designed and implemented throughout the period April 1, 2023 to March 31, 2024 in accordance with the Description Criteria.
- b. the controls stated in the Description were suitably designed throughout the period April 1, 2023 to March 31, 2024, to provide reasonable assurance that SysAid Technologies Ltd.'s service commitments and system requirements would be achieved based on the applicable trust services criteria if its controls operated effectively throughout that period and if the subservice organizations applied the complementary controls assumed in the design of SysAid Technologies Ltd.'s controls throughout that period.
- c. the controls stated in the Description operated effectively throughout the period April 1, 2023 to March 31, 2024 to provide reasonable assurance that SysAid Technologies Ltd. service commitments and system requirements were achieved based on the applicable trust services criteria, if the complementary subservice organization and user entity controls assumed in the design of SysAid Technologies Ltd.'s controls operated effectively throughout that period.

Restricted use

This report, including the description of tests of controls and results thereof in the Description of Tests and Results, is intended solely for the information and use of SysAid Technologies Ltd., user entities of SysAid Technologies Ltd.'s system during some or all of the period April 1, 2023 to March 31, 2024 and prospective user entities, independent auditors and practitioners providing services to such user entities, and regulators who have sufficient knowledge and understanding of the following:

- The nature of the service provided by the service organization.
- How the service organization's system interacts with user entities, subservice organizations, or other parties.
- Internal control and its limitations.
- Complementary subservice organization controls and how those controls interact with the controls at the service organization to achieve the service organization's service commitments and system requirements.
- User entity responsibilities and how they interact with related controls at the service organization.
- The applicable trust services criteria.
- The risks that may threaten the achievement of the service organization's service commitments and system requirements and how controls address those risks.

This report is not intended to be, and should not be, used by anyone other than these specified parties.



Kost Forer Gabbay and Kasierer
A member firm of Ernst & Young Global

May 9, 2024
Tel-Aviv, Isra