March 11, 2021

On November 23, 2020, Pivot Point Security conducted an external vulnerability assessment and penetration test of SofterWare's external infrastructure as defined by the client at the time of testing. The purpose of the assessment was to provide assurance that the information technology resources integral to delivering services to their clients is secured in a manner consistent with prevailing good practice.

Our penetration testing methodology follows best practices including the Open Source Security Testing Methodology Manual (OSSTMM), the Penetration Testing Execution Standard (PTES), and our 15 plus years of experience. The Council for Registered Ethical Security Testers (CREST) has accredited our penetration testing methodology. Our testing included a full discovery scan, port scan, vulnerability assessment, and manual penetration testing covering tens of thousands of potential vulnerabilities (e.g., backdoors, CGI abuses, local security flaws, DoS, remote shells, malware), across all systems and services that were accessible during the test.

We determined that SofterWare's systems were secured in a manner consistent with industry best practice and on par with that of peer organizations that we have tested.

Pivot Point Security has been architected to provide maximum levels of independent and objective information security expertise to our varied client base. The team responsible for conducting security assessments of this nature is led by a Certified Information Security Auditor/IRCA ISO 27001 Auditor and includes personnel appropriately qualified to render this opinion (e.g., Certified Information System Security Professionals, Microsoft Certified System Engineers, Certified Ethical Hackers, etc.).

If there are any questions regarding this attestation, please feel free to contact me at 609.581.4600 x300.

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