ClientTrack®
by eccovia

DATA PROTECTION & SECURITY

Eccovia's network protection includes two-step authorization, network isolation, virtual networks, communication encryption, and site-to-site and point-to-site VPNs. All network protection begins with limiting physical access to the network environment, including physical security of Tier I assets.

In health and human hervices (HHS) and anything touching on social services and personally identifiable information (PII), data privacy and security is always a top concern. Organizations working with sensitive data have a legal and ethical duty to protect the privacy of those they serve, and any software that stores or accesses those records must provide powerful data security.

Eccovia's experience and expertise in data science, case management, and HHS informs our approach to keeping your data safe. Hosted in Microsoft Azure, ClientTrack's databases are protected with state-of-the-art security, providing protection against threats such as distributed denial of service (DDoS). ClientTrack's databases also benefit from Azure backups and Azure Site Recovery to ensure your data is recoverable in disaster scenarios, and easier compliance with external privacy standards, laws, and regulations, including GDPR, HIPAA, ISO 27001, HITRUST, and FERPA. ClientTrack leverages 256-bit SSL and TLS 1.2 encryption both in transit and at rest, so your data remains safe wherever and however you access ClientTrack.

CLIENTTRACK SECURITY FEATURES

TWO-STEP AUTHORIZATION

Pair your personal device using Google Authenticator or Microsoft Authenticator for an added layer of security and to prevent phishing and other fraudulent access.

PASSWORDS HASHED WITHIN THE DATABASE

Our secure hashing algorithm converts passwords into irreversible codes that are then stored in our database, further protecting your credentials.

AUTOMATIC TIME OUT

ClientTrack automatically logs out users after a predetermined period of inactivity to limit the chance of someone illegally accessing a user's account that had been left signed in.

CONCURRENT LOGIN PREVENTION

ClientTrack blocks concurrent login on the same account, preventing unauthorized access and prompting quick discovery of any such attempt.

STRONG PASSWORD REQUIREMENTS

ClientTrack enforces strong passwords, limiting the likelihood of a hacker guessing your login information, as well as automatic password renewal.

CUSTOMIZABLE SECURITY FEATURES

ClientTrack administrators can customize account settings, including password expiration and reset, login attempts, and lockout time.

INACTIVE ACCOUNTS AUTOMATICALLY PURGED

User accounts are automatically deactivated after a period of inactivity and passwords automatically expire after a pre-defined period of time

ROLE-BASED SECURITY

ClientTrack allows you to segment and partition data by user, program, organization, and other data types as defined by your local administrators.

ENCRYPTED DATA EXPORT

All data is exported with 256-bit Advanced Encryption Standard (AES).

To learn more about how your organization can benefit from partnering with Eccovia, visit eccovia.com or call **888.449.6328** to speak with one of our experienced solution experts.

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eccovia®
REAL SOLUTIONS • REAL PERSON IMPACT

Eccovia is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.

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