PARC | knowledge management made easy

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Security Summary, Account Definition and Subscription Pricing

PARC security summary

The PARC application and SQL database reside within the Microsoft Azure cloud platform, where both are protected by Microsoft-maintained firewalls, partitioned local area networks and physical separation of back-end servers and public-facing interfaces. (See details of Azure infrastructure security here.) Interrogation of the database by the application occurs only within the secure Azure environment. The database can only be accessed via the application by authorized users who present a valid account ID and password. Cross-client separation is maintained by application protocols that ensure that every user request is matched to the account to which the user is assigned. Communication to and from the Azure cloud is secured with SSL encryption, with a certificate by DigiCert. Optional two-factor authentication is available.

Files are parsed using Open XML in web context, a secure and less privileged context which prevents unwanted action. No macros are executed. Stored user files are not opened or executed. Stored procedures prevent SQL injection; in query creation, every input is sanitized.

Initial PARC passwords can and should be changed by users. Passwords require eight to 15 characters, at least one lower case, one upper case, one number and one special character. Accounts lock after five incorrect password attempts. Administrative and non-administrative IDs are available; only admin IDs have rights to create project folders and upload or delete files.

Standard user agreements require Langer Research Associates not to disclose confidential client information. We will access an account only upon written authorization by the user, only for the purposes specified, and will delete the access ID when the requested task is completed. Users who depart the system can receive their data file in CSV/Excel or text format at no charge.

PARC account definition

Each PARC account is a discrete collection of the files user(s) choose for it. Some of our clients have a single, internal, enterprise-wide account for all their survey materials. Others may have internal workgroup accounts, client-facing accounts and/or public-facing accounts.

Any account can have multiple users; it's the content that defines the account. An account set up for Client A would be a separate account from one set up for Client B (unless you want them to see each other's materials). Both in turn would be separate from an internal enterprise-wide account, or from individual workgroup accounts.

Each account carries an annual fee, with discounted rates for multiple accounts. Subscription fees are refundable at any time on a pro-rated basis. Account templates and URLs can be house-branded, data archiving services are available and a complimentary batch file converter is available for use in updating old file types.

First-year offers

We are offering a 20 percent first-year discount to new subscribers, and first-year subscriptions are fully refundable on a pro-rated basis. Customized search field-labels and the addition of search-field dropdowns are available at no charge.

U.S. base pricing

Very large business (>$500m)
Annual subscription: Prime account $25K, accounts 2-6 $15K apiece, 7+ $10K apiece.
White labeling (logo, color scheme, custom url, custom homepage text): $5K one time

Large business ($20m to >$500m)
Annual subscription: Prime account $15K, accounts 2-6 $10K apiece, 7+ $7.5K apiece.
White labeling (logo, color scheme, custom url, custom homepage text): $2.5K one time

Mid-size business ($2m to >$20m) and large nonprofit (>$20m)
Annual subscription: Prime account $10K, accounts 2-6 $5K apiece, 7-11 $2.5K apiece, 12+ $1.5K apiece.
White labeling: $1.5K one time

Small business (<$2m) and mid-size/small nonprofit (<$20m)
Annual subscription: Prime account $5K, accounts 2-6 $2.5K, 7-11 $2K, 12+ $1.5K
White labeling: $1.5K one time

Data upload services: $175/hr supervision, $50 hr/processing

Pricing may be adjusted for high-volume users (in content or activity). Tiered international pricing is available on a GNI-adjusted basis. Contact us for details.

Details: http://www.langerresearch.com/parc/
Questions: info@langerresearch.com

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