



Proprietary & Confidential



System Description of Viewpoint Field View

SOC 3
Relevant to Security



SEPTEMBER 1, 2019 TO AUGUST 31, 2020

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I. Independent Service Auditor's Report



Viewpoint
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To the Management of Viewpoint:

Scope

We have examined Viewpoint, Inc. and its subsidiaries' (collectively, "Viewpoint") accompanying assertion in Section II titled "Viewpoint's Assertion" (assertion) that the controls within Viewpoint's Viewpoint Field View (system) were effective throughout the period September 1, 2019 to August 31, 2020, to provide reasonable assurance that Viewpoint's service commitments and system requirements were achieved based on the trust services criteria relevant to Security (applicable trust services criteria) set forth in TSP Section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

Viewpoint uses subservice organization Amazon Web Services for hosting and delivering Viewpoint Field View. Our examination did not include the services provided by the subservice organization.

The description indicates that certain applicable trust services criteria specified in the description can be met only if complementary user entity controls contemplated in the design of Viewpoint's controls are suitably designed and operating effectively, along with related controls at Viewpoint. We have not evaluated the suitability of design or operating effectiveness of such complementary user entity controls.

Service Organization's Responsibilities

Viewpoint 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 Viewpoint's service commitments and system requirements were achieved. Viewpoint has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Viewpoint is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.



Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. 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 management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Viewpoint's service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Viewpoint's service commitments and system requirements based on the applicable trust services criteria

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

Inherent Limitations

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 may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within Viewpoint's Viewpoint Field View were effective throughout the period September 1, 2019 to August 31, 2020, to provide reasonable assurance that Viewpoint's service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

MOSS ADAMS LLP

Portland, Oregon
November 2, 2020



II. Viewpoint's Assertion



We are responsible for designing, implementing, operating, and maintaining effective controls within Viewpoint's Viewpoint Field View (system) throughout the period September 1, 2019 to August 31, 2020 to provide reasonable assurance that Viewpoint's service commitments and system requirements relevant to Security were achieved. Our description of the boundaries of the system is presented in Section III entitled "Viewpoint's Description of the Boundaries of Viewpoint Field View" and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period September 1, 2019 to August 31, 2020, to provide reasonable assurance that Viewpoint's service commitments and system requirements were achieved based on the trust services criteria relevant to Security (applicable trust services criteria) set forth in TSP Section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*). Viewpoint's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section III entitled "Viewpoint's Description of the Boundaries of Viewpoint Field View".

Viewpoint uses subservice organization Amazon Web Services for hosting and delivering Viewpoint Field View. The description does not disclose the actual controls at the subservice organization.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Viewpoint, to achieve Viewpoint's service commitments and system requirements based on the applicable trust services criteria. The description presents Viewpoint's controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Viewpoint's controls.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period September 1, 2019 to August 31, 2020, to provide reasonable assurance that Viewpoint's service commitments and system requirements were achieved based on the applicable trust services criteria.



III. Viewpoint’s Description of the Boundaries of Viewpoint Field View

A. System Overview

1. Services Provided

Viewpoint, a wholly owned subsidiary of Trimble, Inc., has been a construction software industry leader for more than 40 years. Since opening its doors in 1976, every success the company has experienced is a direct result of operating within its core values. Today, Viewpoint articulates those values as Character, Collaboration, Commitment, Entrepreneurship, and Resilience. These values are reflected in the people, products, and services that put Viewpoint at the technological forefront of the construction software industry.

Viewpoint is a leading global provider of integrated software solutions for the construction industry, helping contractors to digitize operations and transform their businesses for increased productivity, lower risk, and higher margins. Focused on connecting critical business functions like accounting and project management with field operations, Viewpoint’s highly collaborative and intuitive cloud-based solutions can be tailored to organizations of any size.

Viewpoint solutions help more than 8,000 global customers connect the office with project teams and field operations to effectively collaborate across the broad construction ecosystem, including company owners, general contractors, subcontractors, project managers, architects, engineers, and more. Viewpoint solutions are helping transform the construction industry by aligning financial and HR systems, project management tools, and mobile field solutions to minimize risk and increase efficiency.

2. Infrastructure

Viewpoint Field View is a web-browser based application that relies strictly on the end-user having access to a supported web-browser and the proper credentials for access.

Viewpoint Field View is hosted by the following subservice organization:

| Viewpoint Product | Region | Subservice Organization |
|----------------------|------------------|-------------------------|
| Viewpoint Field View | North America | AWS |
| | EMEA | AWS |
| | APAC (Sydney) | AWS |
| | APAC (Singapore) | AWS |



3. Software

Viewpoint Field View is a cloud-based mobile application that allows workers to capture, share, and report data in the field. Viewpoint Field View allows contractors to quickly resolve issues, mitigate risks, and deliver higher quality projects. This mobile field solution integrates with a separate, distinct application, Viewpoint Team project management, to form a comprehensive suite of software solutions.

4. People

Viewpoint's organization consists of:

- Customer-facing teams (sales, marketing, support, and services), led by the Chief Operating Officer
- Internal operations teams (facilities, finance, and information technology and information systems (IT/IS)), led by the Chief Financial Officer
- Legal and Information Security, led by the General Counsel
- Human Resources, led by the Vice President of Human Resources
- Product Management, Product Strategy, and Product Marketing, led by the Chief Products and Strategy Officer
- Product Development, Cloud Operations, and Project Management, led by the Vice President of Product Development

Viewpoint Field View is developed, delivered, and supported as follows:

- *IT/IS:* The IT/IS team is responsible for managing and deploying Viewpoint hardware and software infrastructure and for gaining access to cloud-based systems.
- *Product Management:* Drives the vision and product strategy to ensure Viewpoint Field View serves customers, markets, and business objectives.
- *Product Development:* Viewpoint Field View has an allocated product development and quality assurance team responsible for maintaining and enhancing Viewpoint Field View and related services used by customers. These teams adhere to a secure software development lifecycle.
- *Cloud Operations:* Viewpoint Field View is available in the cloud delivered through the Viewpoint Cloud Operations team. This team is responsible for the day-to-day operations of the cloud systems, as well as customer support escalations as it pertains to cloud access and administration. This team is not responsible for application support.
- *Information Security Officer:* This role is responsible for managing the security policy document and ensuring control processes are followed, as well as auditing and revising policies and controls on an annual basis.
- *Customer Support:* Viewpoint has a centralized product (application) support team comprised of generalists and subject matter experts. Depending on the customer issue, different team members provide support services to the customer.
- *Human Resources:* The Human Resources team ensures that all job positions are properly described, hired according to documented practices, including background checks, and onboarded with Viewpoint, including training on best practices and procedures for security.



5. Data

All data uploaded to Viewpoint Field View is encrypted at rest within the primary and off-site backup data centers and the encryption keys are securely held within the Amazon Key Management Service (KMS). All data uploaded to Viewpoint Field View is encrypted as it transfers between the cloud environment and the separate backup cloud environment via Transport Layer Security (TLS). Cloud servers are behind a firewall and on an isolated network within their respective cloud provider infrastructures. The data is in a physically secured environment. Customer partitioning and strict access-control settings enforced at the data layer reduce the risk for insecure information disclosure.

6. Processes and Procedures

Viewpoint has formal information security policies and procedures, which are reviewed and revised as applicable on an annual basis by the Information Security Officer. These documents are available for staff review on Viewpoint's intranet site. Viewpoint employees are required to acknowledge the policies upon commencement of employment and following significant content revisions. In addition, Viewpoint leverages a secure software development lifecycle methodology that covers the entire development process, from conception through development, testing, implementation, and modification. There is also a formal change management process for both planned changes (i.e., product updates or upgrades), as well as emergency fixes necessary to resolve a customer issue. The change management process was designed to both ensure a control exists to facilitate a process for limiting interruption of service while tracking core adaptations to the environment and to provide opportunity to notify customers of upcoming planned changes.

Viewpoint Field View adheres to the same segregation of duties as follows:

- *Product Development:* Modifies Viewpoint Field View in response to one of three scenarios:
 - *Enhancement:* New features described by product management, implemented by product development, and tested by product quality assurance.
 - *Defects:* Externally identified by customers or partners or internally identified by Viewpoint employees (e.g., product quality assurance), and subsequently fixed by product development and verified by product quality assurance.
 - *Maintenance:* Ongoing work to maintain performance levels or remain current on supported third-party applications (e.g., OS, SQL, and web-browser) is performed by product development and verified by product quality assurance.
- *Cloud Operations:* The Viewpoint Cloud Operations team follows written procedures in a runbook for delivery of Viewpoint Field View (i.e., major versions, service packs, and hotfixes). Situation dependent changes are required from time to time (e.g., reset a cloud-access password).
- *Customer Support:* The Viewpoint Support team responds to and resolves support tickets from customers. With customer permission, the Viewpoint Customer Support team can make administrative changes to a software application.



- *Recruiting and Talent Acquisition:* Position openings are posted on the public Viewpoint website, as well as on third-party websites such as LinkedIn and Indeed.com. The Viewpoint Human Resources team uses standardized job descriptions for each role, which clearly state required skills, experience, and other relevant requirements. Prior to an employee's first day, and except where prohibited by applicable law, the Viewpoint Human Resources team conducts a background check.

B. Principal Service Commitments and System Requirements

Viewpoint provides customers with access to and use of Viewpoint Field View as specified on the order signed by customers. Viewpoint designs its processes and procedures to meet its objectives for the provision of Viewpoint Field View delivered as a Software-as-a-Service (SaaS). Those objectives are based on the service commitments that Viewpoint makes to customers, applicable laws and regulations, and the financial, operational, and compliance requirements that Viewpoint has established for the services. The SaaS services provided by Viewpoint are subject to the laws and regulations in the jurisdictions in which Viewpoint provides Viewpoint Field View.

Viewpoint provides support for Viewpoint Field View in accordance with its Software Assurance Terms, available at www.viewpoint.com/legal/agreements-and-terms or any similar successor website.

Viewpoint documents its security commitments to customers in its Master Software License Agreement, which is available online at www.viewpoint.com/legal/agreements-and-terms or any similar successor website.

Viewpoint documents its data protection and compliance efforts at www.viewpoint.com/security.

Additional security commitments include, but are not limited to, the following:

- Security principles within Viewpoint Field View are designed to permit system users to access the information they need based on their role in the system while restricting them from accessing information not needed for their role.
- Application passwords are configured by each customer using the web portal and must meet the following complexity requirements:
 - At least 10 characters
 - At least one uppercase letter
 - At least one lowercase letter
 - At least one number
 - At least one special character

In addition to these controls, Viewpoint deploys up-to-date advanced threat protection services which help to identify, mitigate, and track hacking attempts, scans, data breaches, adware, malware, spyware, Trojans, phishing attempts, and other equally malicious requests.

Viewpoint uses encryption technologies to protect customer data both at rest and in transit.



Viewpoint establishes internal operational requirements that support the achievement of security commitments, compliance with relevant laws and regulations, and other system requirements. Such requirements are communicated in Viewpoint's policies and procedures, system design documentation, and contracts with customers. Information security policies define an organization-wide approach to how systems and customer data are protected. These include policies related to how the service is designed and developed, how the system is operated, how the internal business systems and networks are managed, and how employees are hired and trained. In addition to these policies, standard operating procedures have been documented on how to carry out specific manual and automated processes required in the operation and development of Viewpoint Field View used to provide the service to customers.

C. Complementary User Entity Controls

Viewpoint's Viewpoint Field View was designed under the assumption that certain controls would be implemented by customers to which Viewpoint provides Viewpoint Field View. In these situations, the application of specific controls at these customer organizations is necessary to achieve certain control objectives included in this report.

This section describes additional controls that should be in operation at the customer organizations to complement the controls at Viewpoint. User auditors should consider whether the following controls have been placed in operation by the customers.

Each customer must evaluate its own internal control structure to determine if the identified customer controls are in place. Users are responsible for:

| Complementary User Entity Controls | |
|------------------------------------|--|
| 1 | Entering into and complying with their contraction obligations with Viewpoint. |
| 2 | Administering their own access control systems within their infrastructure. |
| 3 | Properly maintaining and notifying Viewpoint of changes or deletions to the administrative or technical contacts list. |
| 4 | Notifying Viewpoint of changes to specific contact information, such as phone numbers, emails address, fax, and/or mail addresses. |
| 5 | Creating infrastructure passwords that meet industry standard best practices for password complexity and maintain policies that support routine changes of the passwords. |
| 6 | Implementing security, policies, and procedures that help protect their systems from unauthorized or unintentional use, modification, addition, or deletions and limit threats from connections from other networks. |
| 7 | Ensuring that the ability of customers' employees and other authorized users to access Viewpoint Field View is commensurate with the responsibility assigned to those employees or users leveraging the principle of least privilege. |
| 8 | Ensuring that the customer network used to access the Viewpoint managed network is architected, engineered, and built to acceptable security standards so that the customer's network access into the Viewpoint-managed network meets the customer's levels of security assurance. |



Complementary User Entity Controls

| | |
|----|---|
| 9 | Reviewing, approving, and authorizing Viewpoint to implement recommended solutions to resolve problems escalated by the customer (if required). |
| 10 | Assuming responsibility for any loss or damage resulting from non-tested or inadequately tested customizations or integrations applied to Viewpoint Field View. |

