



# netfiles Send

## Service Description

## Features

GENERAL	NETFILES SEND
Storage space (GB per user)	1,000
Maximum file size for uploads (in GB)	150
System availability > 99.9%	✓
Available languages: English, German	✓

SERVICE & SUPPORT	NETFILES SEND
Automatic software updates	✓
Online Help Center (English and German)	✓
24/7 incident response	✓
Free support via e-mail	✓
Free support via telephone	✓

<b>PERSONAL FILE STORAGE</b>	NETFILES SEND
Individual folder structure	✓
Upload of files and folders	✓
Upload per drag & drop	✓
Search function	✓

<b>FILE PREVIEW</b>	NETFILES SEND
View documents directly in the browser (Office documents and graphics/ images)	✓

<b>ADDRESS BOOK</b>	NETFILES SEND
Storage of contacts/recipient addresses	✓
Groups for organizing contacts/recipients	✓
Importing contacts via Excel or VCF file	✓

<b>SECURE FILE SHARING / MANAGED FILE TRANSFER</b>	NETFILES SEND
Send and receive large files (up to 150 GB)	✓
Generate download link for sending with netfiles Send or own e-mail client	✓
Encrypted data transfer	✓
Additional password protection	✓
Confirmation of receipt	✓
Configurable expiration date for transfers	✓
Number of transfers per month	unlimited

<b>CUSTOMIZING / BRANDING</b>	NETFILES SEND
Light, dark or light/dark user interface	✓
Customer logo	✓
Customer colors	✓

<b>DEVICES</b>	NETFILES SEND
Support for all common browsers	✓
Access via mobile web browsers (Android, iPhone, iPad)	✓

SECURITY	NETFILES SEND
Encrypted data transfer using 256-bit SSL/TLS and perfect forward secrecy	✓
Encrypted data storage (AES-256 encryption)	✓
Virus scanner	✓
State-of-the-art security system with multi-layered firewalls and intrusion prevention system	✓
Daily data backup	✓
Data mirroring to backup data center	✓
Recovery of files deleted by the customer	✓
Two-factor authentication via email, SMS, or one-time password (OTP)	✓
Passkey login	✓
Hardware-based identification with FIDO sticks	✓

CERTIFICATIONS AND COMPLIANCE	NETFILES SEND
ISO 27001 (including 27017 and 27018)	✓
ISO 22301 (Business Continuity Management)	✓
BSI C5	✓
SOC-2	✓
GDPR compliance	✓
TISAX compliance	✓
HIPAA compliance	✓
NIS2 compliance	✓
DORA supplementary agreement	✓

CERTIFIED DATA CENTER	NETFILES SEND
ISO 20000-1	✓
ISO 22237	✓
ISO 27001	✓
EN 50600	✓
TSI.STANDARD	✓
Energy efficiency level 4	✓

## Provisioning/Operation

### Provisioning in highly secure data centers

- Hosting in highly secure ISO/IEC 27001 certified data centers located in Germany
- Multi-level security system with double firewall systems
- 24 x 7 x 365 operation, monitoring and management of the application
- Application availability (service level) over 99.9%.
- Redundancy of all server components

### Secure data transmission

- SSL/TLS encrypted data communication between the user's web browser and the netfiles application servers
- The security of the SSL/TLS encryption of the netfiles server can be checked at any time via the well-known Qualys SSLlabs test

### Secure authentication

- Access to netfiles Send is only possible with a valid combination of user name and password or passkey

### Secure data storage

- All documents are scanned for computer viruses during upload to netfiles Send
- All documents are securely stored in netfiles Send with AES-256 encryption (Advanced Encryption Standard)
- Real-time mirroring of data to redundant storage systems
- Hourly backup of all data and additional backup by mirroring all data to a second data center

### Regular security audits

- ISO/IEC 27001:2022, BSI C5 and SOC2 certification
- Regular security and penetration tests by independent specialists for security audits

## Services

### Support included

- Free 24/7 e-mail support
- Free telephone support on weekdays
- Comprehensive online help center in German and English

### Software updates included

- Free software updates (maintenance updates and new functions)

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