Software-as-a-Service

CSnet is a secure and cost-effective SaaS solution designed specifically for community service organisations.

- CSnet is hosted in Australia, ensuring secure access for users from anywhere with an internet connection.
- Compared to traditional purchase/build models, CSnet has low up-front costs and minimal risks of becoming outdated or incompatible over time.
- Ongoing license and hosting fees cover the maintenance of CSnet's SaaS infrastructure. Server maintenance is scheduled monthly during early morning hours to minimise impact on organisations.
- CSnet operates on a "pay for what you use" license and hosting model, allowing organizations to scale and adapt according to their changing needs.
- CSnet follows modern best practices in application development and continuous delivery. Automated testing, beyond unit tests, ensures reliable verification of application updates before deployment. Upgrades and enhancements are made in short cycles with standardised testing processes.
- Utilising cloud technology, CSnet easily automates the creation and replication of multiple testing environments, which is challenging for on-premises solutions. Elastic load balancing enhances application scalability and performance.

CSnet

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Storage & back-ups

Backups of each CSnet organisation database, and documents uploaded in CSnet, are automatically completed every five minutes. Data is also backed up to a second secure Australian based storage location outside of AWS's infrastructure.

These protections in place further reduce the threats unauthorised access, virus or hacking activity, and proactively manages any potential negative impact on the database, stored client documents, and data loss.

Third party certification

CSnet information security management system is independently validated as part of our SOC 2 certification. This offers assurance to all CSnet organisations about the reliability and quality of the Quality Management System (QMS) that underpins CSnet SaaS and protection of your client data.

Hosting

The CSnet Platform is securely hosted on Amazon Web Services (AWS) in their Asia Pacific (Sydney) region, using separated, confidential data centre locations. Hosting infrastructure is managed both internally by the CSnet development team and externally via our managed services provider Idea 11, who are AWS certified specialists and expert providers of AWS services.

Cyber-security

CSnet has strong systems in place for cyber security to prevent and detect potential cyber-attacks. Activity across the CSnet hosting environment is monitored in real time to proactively safeguard, alert and shield against unauthorised attempts to access CSnet. Annual penetration testing is conducted by independent security experts and a range of other network security tools are fully implemented and reviewed.

Data encryption

All data in CSnet is encrypted. Modern encryption methods are used so, when data is translated into another form, or code, only people with the access to a secret key held securely by CSnet can see the data in its original form.

Australian Privacy Legislation

CSnet is an Australian company and agrees to comply with all Australian Commonwealth and state privacy laws, including ensuring that all data is hosted and stored in Australia.

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