



Quip Virtual Private Cloud

Modern Productivity for Highly
Controlled IT Environments

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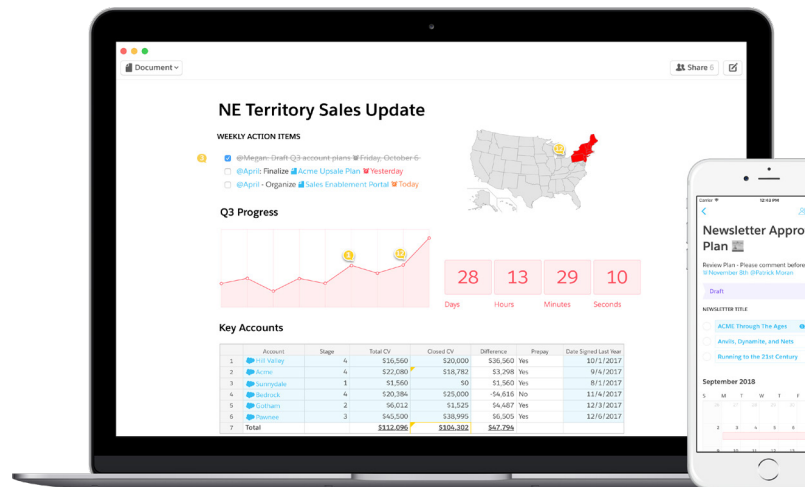
Overview

Quip is Salesforce's mobile cloud documents platform. It's the only collaboration tool to bring together content and communication into a single live workspace that transforms the speed of business decisions. In this whitepaper, we'll outline the unique **value** Quip brings to organizations, share an overview of how Quip approaches **security** as a Salesforce company, and **introduce Quip Virtual Private Cloud**—a tailored offering for enterprises in highly regulated industries.

Quip Drives Collaboration at Speed

Quip creates value by helping organizations move forward, faster. The tool transforms the way teams work together by putting communication at the center of productivity. Quip engages people deeply, reduces friction, and is mobile-first so your teams spend less time in email and meetings—and more time on the work that matters most. And, only Quip multiplies the speed and impact of Salesforce by bringing together data and conversations.

Quip's full-featured native iOS, Android, Windows, and Mac apps complement our desktop web app and ensure that every person in your organization can be on the same page, whether they're on the go or at their desk.



Security at Quip: Trust Is Our #1 Value

Salesforce is committed to achieving and maintaining the trust of our customers. This mission hinges on us providing a robust security and privacy program that carefully considers data protection matters across our suite of services.

As a Salesforce company, trust is Quip's #1 value. Quip puts our customers' trust first, and this guides everything we do—from how we write software to how we

run our business. Quip maintains multiple certifications, including:

- SOC 2, Type II Certification
- EU-U.S. Privacy Shield Framework
- Swiss-U.S. Privacy Shield Framework

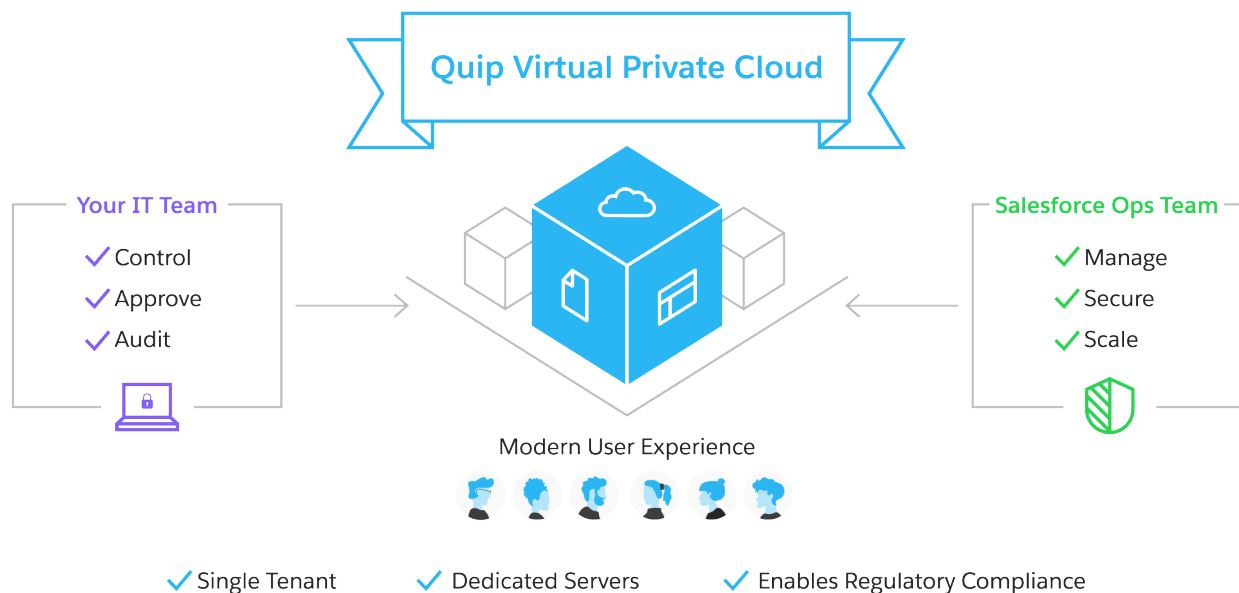
In addition, Quip is GDPR-ready. To learn more, visit quip.com/security.

Quip Virtual Private Cloud

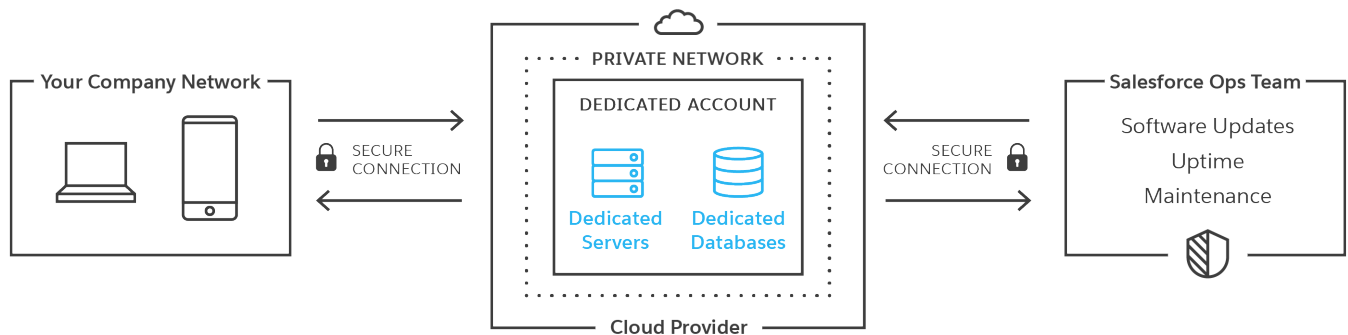
Quip Virtual Private Cloud is your own private Quip, run within a virtual private cloud and managed as a service by Salesforce. You specify the custom controls and security requirements that need to be in place, and Salesforce Operations manages your Quip Virtual Private Cloud cluster on your behalf.

Quip Virtual Private Cloud is part of Salesforce's unique vision for bringing cloud services to the world's most regulated industries. We think that organizations in highly regulated industries shouldn't have to choose between the control afforded by on-premise software and the convenience of cloud services. With Quip Virtual Private Cloud, your employees get **all the benefits of cloud software**, including **continuous software updates** and an **exceptional mobile experience**, but with the advantage of **customized control** over your organization's critical collaboration content, such as launch plans, executive discussions, and strategic roadmaps. Meanwhile, your IT staff gets a fully managed offering that can scale to serve **hundreds of thousands of users** from a single, isolated virtual private cluster.

Quip Virtual Private Cloud makes Quip's mobile cloud documents platform an option for companies that need an extra level of IT control, and is particularly relevant for organizations in highly regulated industries such as Financial Services, Health & Life Sciences, and Government. By deploying Quip's modern collaboration product on **isolated virtual private cloud instances**, we're able to offer customers **completely customized control over their data and network**, including physical location, encryption management, compliance with regulatory requirements, and network access policies.



Quip Virtual Private Cloud Architecture



Deployment

The Quip Virtual Private Cloud solution works by deploying a **fully dedicated cluster** for Quip's mobile cloud documents platform within a virtual private cloud instance. This serving cluster is isolated in a public cloud provider, with accounts that you, as the customer, control and have access to. Quip Virtual Private Cloud can be deployed in a **location, regulatory regime, or networking setup** that meets your specific needs as a customer. You can think of the virtual private cloud instance as an extension of your existing corporate data center.

Custom Controls

Finally, the cluster is shared with you, the customer, so that you can audit and specify further custom controls that you may need to secure your environment. These may include **networking configurations, firewall rules, security audits and checks, data retention policies, PII or privacy requirements**, or any of a number of industry- or customer-specific concerns. Since the cluster is dedicated to you, you can perform **security audits** of the entire cluster, and have visibility into and control over network traffic, both inbound and outbound. You are in the driver's seat.

Secure Operations

Next, the serving cluster is securely operated and managed by a trained, fully vetted Salesforce Operations Team. This team applies the same **intense standard of operational excellence** to your private cluster that is applied to Salesforce and Quip's larger, world-wide serving clusters. That means you always get **up-to-the-minute product updates, security patches, and the scalability** that large enterprises require.

QUIP VIRTUAL PRIVATE CLOUD IN ACTION

Every month, over 100,000 Fortune 100 employees use Quip Virtual Private Cloud.

Quip Virtual Private Cloud usage data, April 2018

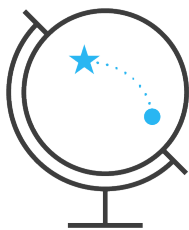
Networking & Deployment Configuration

Quip Virtual Private Cloud offers single-tenant virtual private clusters, with no overlap with any aspect of any other customer's account. All servers are **exclusively dedicated to hosting your data and users**, providing **full transparency and administrative access** to select individuals on your IT and security teams.

With a suite of custom networking options, Quip Virtual Private Cloud customers gain the level of control required to run even the most highly regulated organizations in the cloud. As part of the configuration of Quip's single-tenant virtual private cluster, you are in control of all **incoming and outgoing network policies**—including whether to allow access from the public Internet or from secure VPN tunnels only. **Monitoring** is provided for all incoming and outgoing network traffic. Custom networking options include:

- Custom VPN solutions
- Tunneling configured for your environment
- Specialized networking setup
- IP restrictions—allow or deny access by IP range

Quip Virtual Private Cloud acts as an **extension of our customers' data centers**, compatible with multiple regulatory regimes. It can be deployed and backed up on virtual private clusters in a number of distinct regulatory regions.

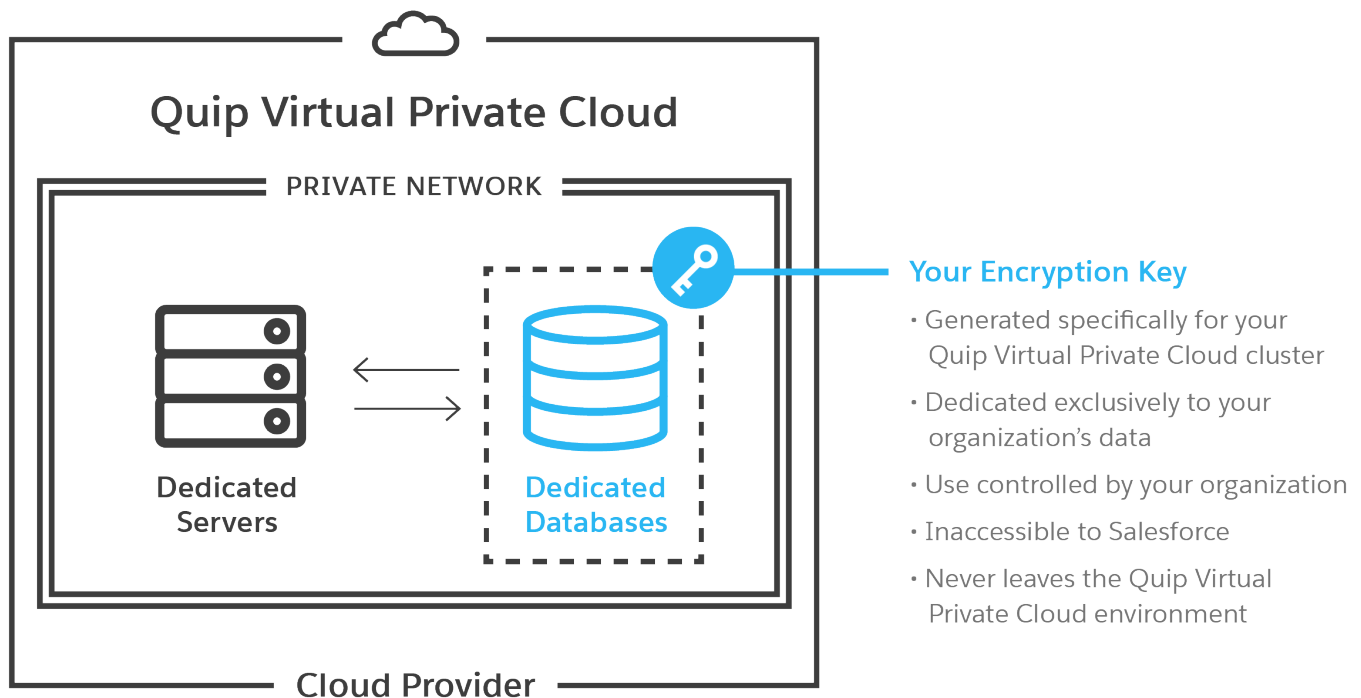


Quip Virtual Private Cloud can be deployed and backed up in a number of distinct regulatory regions

Encryption

While all editions of Quip encrypt all customer data in transit and at rest, Quip Virtual Private Cloud offers customers the additional control of a **dedicated encryption key**—and the ability to **revoke it at any time**. This means that Quip Virtual Private Cloud customers retain complete control of their data, within the broader framework of a modern, managed SaaS product.

Quip Virtual Private Cloud encryption is managed through a **key management system**. Salesforce and the Quip service have absolutely no access to the encryption keys, other than to request that data be encrypted or decrypted. Each content block will be encrypted at the individual block level, and each database will be encrypted at the volume level. Additionally, all requests to encrypt and decrypt content will be **securely logged**.



Deployment Options

Quip offers multiple deployment options to meet every organization's needs.

	Enterprise	Virtual Private Cloud
Backed by the trust of Salesforce	✓	✓
Customer data encrypted in transit and at rest	✓	✓
SSO/SAML	✓	✓
Access to server and application logs	✓	✓
Isolated single-tenant cluster		✓
Completely customized control over data and network		✓
Selectable regions for deployment and backup		✓
Your own standalone URL, separate from Quip's domain		✓
Dedicated encryption key with ability to revoke at any time		✓

Quip Virtual Private Cloud offers **custom deployment options** for:

- Large customers managing highly sensitive data
- Customers needing an additional level of customized IT controls
- Financial Services customers
- Health & Life Sciences customers
- Government customers

Learn more about how Quip Virtual Private Cloud can meet your organization's needs by requesting an **in-depth consultation** with our team of deployment experts.

Conclusion

Quip transforms the way teams work together by putting communication at the center of productivity. With a consumer-grade user experience backed by enterprise-grade security, Salesforce's mobile cloud documents platform is the **collaboration tool of choice** for companies of all sizes across a wide range of industries. With Quip Virtual Private Cloud, your employees get all the benefits of modern collaboration while your organization gets **customized control over your critical content**.

To learn more, contact sales@quip.com.

“Immediately I saw communication pick up and how easy it was to get information out quickly to a large group.”

Dave Markowski

Director of Salesforce, Cloud Technologies, The Warranty Group, on using Quip