

Ericom Sub Processors Listing Reference

Authority: Enterprise Security

Scope: All workforce users of Product resources or information assets

Purpose: To provide an Ericom Sub Processor listing.

REFERENCE

Ericom Sub-Processors

Sub-processor	Purpose	Location(s)
DataDog	Operational Monitoring	United States
Oracle Cloud Infrastructure (OCI)	Service Delivery (Cloud infrastructure provider)	Region configurable by customer: United States, Australia, Brazil, Canada, Dubai, Germany, India, Israel, Italy, Japan, Republic of Korea, Saudi Arabia, Switzerland, Sweden, United Kingdom, Singapore, France, Mexico, Spain, South Africa
Amazon Web Services, Inc.	Service Delivery (Cloud infrastructure provider)	United States, Israel, Japan, Canada
Salesforce	Customer Relationship Manager (“CRM”)	EU - Germany and France
Atlassian	Ticketing system, operational monitoring and documentation	United States
Amazon S3	Service Deliver (object store)	United States, United Kingdom, Germany
Amazon S3	Customer log shipping	Per customer request: United States, United Kingdom, Germany, India, Italy, Israel
Pager Duty, Inc.	Customer Support Engagement	United States
Amazon Aurora	Service Delivery (db)	United Kingdom, United States
Kafka	Service Delivery (message queues)	United States, United Kingdom, Germany
SASA	Service Delivery (CDR engine)	Israel, United Kingdom
Google DLP	Service Delivery (DLP engine)	Multi-Region - Europe
Elastic Search	Troubleshooting logs	United States, United Kingdom, Germany
Status Cake	Operational Monitoring	United Kingdom
Authorize.net (Subsidiary of Visa)	Customer Payment Processing	United States, Singapore, Australia, United Kingdom
Paypal	Customer Payment Processing	United States, United Kingdom, Luxembourg

Depending on location

Ericom may also use one or more of the following Affiliates as Sub-processors.

Affiliate Entity	Purpose	Country Location(s)
Cradlepoint Australia Pty. Ltd.	Maintenance & Support	Australia
Cradlepoint S.R.L.	Maintenance & Support	Italy
Cradlepoint Canada Inc.	Maintenance & Support	Canada
Cradlepoint GMBH	Maintenance & Support	Germany
Cradlepoint B.V.	Maintenance & Support	Netherlands
Cradlepoint Singapore Pte. Ltd.	Maintenance & Support	Singapore
Cradlepoint UK, Ltd.	Maintenance & Support	United Kingdom
Cradlepoint De España SL.	Maintenance & Support	Spain
Cradlepoint Sweden AB	Maintenance & Support	Sweden
Cradlepoint France S.A.S	Maintenance & Support	France
Cradlepoint Mexico	Maintenance & Support	Mexico
Cradlepoint South Africa	Maintenance & Support	South Africa
Cradlepoint India	Maintenance & Support	India
Cradlepoint Japan	Maintenance & Support	Japan
Cradlepoint Malaysia	Maintenance & Support	Malaysia
Ericom Software Ltd.	Maintenance & Support	Israel
Ericom Software UK Ltd.	Maintenance & Support	United Kingdom
Ericom Software Inc.	Maintenance & Support	United States
Ericsson A.B.	Maintenance & Support	Sweden
Ericsson Inc.	Maintenance & Support	United States

Related Documents

- Third Party Vendor Security Management Policy

Review/Revision

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11.08.2023	New Document