Escrow

Most organizations are dependent on third party supplied software applications or business processes to run their day-to-day operations. However, depending on third parties to always be around to support and maintain your mission critical software applications brings about a high element of risk.

An escrow solution is a simple and effective arrangement which is specifically designed to minimize this risk and protect the interests of all parties involved.

Escrow & Verification

The source code for your software and the expertise to implement and maintain it sits with your software supplier or developer.

However, what happens if a developer is unable to support and maintain a product following a merger, acquisition, legal dispute, or insolvency? How can both the licensee and the developer be protected?

Under an escrow agreement, a copy of the source code behind critical applications is held securely with both the licensee and the developer's agreement, ensuring that the material can be accessed and released should the need arise.

Once released, the licensee can then maintain the software, working from the original source code, whether that be in-house or by engaging with another developer.

Types of Escrow

Software Escrow: Protects software application source code, including websites and web applications. It is available where a software application has been specifically written or amended for use by one licensee and also for standard off-the-shelf applications where the same software is used by a number of licensees, allowing multiple licensees to register on one agreement set up by the developer.

SaaS Assured: Ensures that, in the case of SaaS provider failure, customers can have continued access to their SaaS applications and data allowing them to continue operating normally. This ensures continuity for a period of time sufficient to allow customers to make a controlled migration to an alternative solution. The SaaS Assured agreement is put in place between the SaaS provider, the SaaS customer and NCC Group, with the parties agreeing to specific trigger events.

Information Escrow: Protects product designs, manufacturing processes, marketing materials and industrial formulas. Designed specifically to protect the growing number of organizations that outsource the development of specific elements of their operations to a specialist third party, any type of mission critical information can be covered. Mission critical information currently protected by our clients includes product designs, processes, industrial formulas, branding material, and advertising campaigns.

Copyright Escrow: Protects clients' original material to assist in the prosecution or defence of copyright infringement claims. It is designed to assist in establishing ownership of material such as software applications, websites, product designs, artwork, original music scores and fashion designs. The original material is held along with rough drafts, and plans showing how it evolved, details of the owners, evidence of authorship and any relevant contracts of employment for staff involved in its development. In any copyright infringement claims, the owner can use this as evidence that it created the material.

Registry Data Escrow: Since 1998, the Internet Corporation for Assigned Names and Numbers (ICANN) has served to help control and manage the Internet's naming system. As part of the generic top-level domain (gTLD) application process, applicants must meet different criteria set out by ICANN, one of which is a requirement to establish daily transfers of WHOIS data to a reputable escrow agent.

Integrity & Verification Testing

Integrity Testing is provided as standard on all material deposited under an escrow agreement. The process involves the testing of the deposit material to ensure that it is virus free and of the expected type, providing assurance that it will be accessible if a release event occurs. Integrity Testing ensures that any obvious mistakes in the deposit are detected and resolved.

As Integrity Testing alone cannot guarantee that all the source code and associated files required to build the application have been included, we recommend that further verification is carried out to guarantee that all the required files and instructions have been deposited so that the material held can be effectively used in the event of a release. We offer three types of testing to ensure there is a service to meet all your future requirements, whether you choose to carry out the maintenance and support of key applications in-house, or engage with another developer.

Secure storage

NCC Group operates mandatory dual depositing of material held under escrow agreements and operates both primary and secondary off-site deposit facilities. Both facilities are protected by a combination of deadlock and intruder alarm systems. They are monitored 24/7 and any alarm signals are transmitted to an around-the-clock monitoring station.

To maintain media in pristine condition, the temperature and humidity levels are constantly monitored and other measures are taken to minimize the potential for media damage including smoke detectors and other fire prevention measures. For both sites, access to the facilities is limited to specially authorized personnel.

About NCC Group

NCC Group is a global information assurance specialist providing organizations worldwide with expert escrow, verification, security consulting, website performance, software testing and domain services.

Through an unrivalled range of services, we give organizations across the world freedom from doubt that their most important assets are protected and operating as they should be at all times.

With our knowledge, experience and global footprint we are committed to ensuring that organizations have access to a total information assurance solution that works for them.

We are passionate about changing the shape of the Internet and making it safer.

About Escrow & Verification

With over 30 years' experience we are one of the world's leading software escrow providers protecting business critical software, data and information through escrow, verification testing and SaaS continuity services. Our services are provided to over 15,000 organizations worldwide and our clients benefit from our ability to offer our services under a variety of international laws and the assurance that comes from our global network of secure storage vaults across the UK, North America and Europe. Our expertise, offering and global scale are backed up by in-house technical and legal teams, guaranteeing an independent and quality service.

The principle behind our escrow offering is clear – to protect all parties involved in the development, supply and use of business critical software applications, information and technology.