Below, please find a list of frequently-asked IT questions, along with our answers. If you need an answer to a specific question, please email that to: synergy-invoice@sportradar.com

Overview

General description of our service:
Synergy Sports is a sports technology company. We work with coaching staffs of athletic teams to provide data to help the teams gain a competitive advantage on the court or field. We match statistics with game video to help the coaching staff gain insight into their team and their opponent.

What kind of data do you collect?
We collect sports data, nothing else. The data does not contain any PII, PCI, HIPAA or FERPA information, or any other sensitive information. Just sports data.

Is this solution hosted or cloud-based?
Our product uses both hosted and cloud-based technologies to deliver and store data. All of Synergy Sports Technology's hosting providers are SOC 2 certified.

Who will have access to this data?
Specific sports department staff and athletic team members, with password access only.

Can you provide a detailed list of information stored in the application or accessed by the application (example: student name, student ID, date of birth etc)?
The stored data includes users' name (first and last) and email address, for login purposes. It also includes players' first and last names, as available in the public domain, but no personal information. The system will not be querying any university data or information.

Does the Synergy Sports provide an SSAE-16 report?
No. We only provide sports data, so this does not apply.

Is the software or hardware product used to accept payments in any way?
No. There is no payment or financial element in our system.

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Does this product require any client software to be installed on local machines?
Synergy Sports is web-based for viewing video. Synergy Sports also has a video editing software called Synergy Editor, which works on Windows 10 and OSX.

Are there any client OS compatibility requirements?
We support Windows 10 and OSX

What are the supported browsers?
Microsoft Edge, Chrome, Firefox, and Safari

Will there be any browser plugins required?
No

University Support

Does this product require any university resources for support?
No

Will university IT resources be required for product configuration, installation or setup?
No

Will a software integration be required with other systems?
No

Application Support and Training

Describe your on-line help.
The online help system provides video guides, quick start guides and other help articles designed to outline the features, functionality and requirements of our applications.

What is the process for handling password resets?
Password resets can be requested by the user from the application login pages. Users are sent an email link that allows them to change their password.

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What is the procedure for handling customer requests for application modifications?
Customer requests can be entered using the Customer Request form in the help documents.

How often is the application modified and how do you notify your customers of an upcoming modification?
Synergy applications are updated several times per year. Customers are notified via email when new releases occur.

Does your application allow the customer to export application data into a standard format such as Excel?
Some Synergy applications/views allow the user to export data into PDF format.

Availability

What is your application/service available uptime? Scheduled maintenance window?
We have 99.99% uptime, and we have scheduled maintenance windows in the off-season.

How do you scale your system during peak usage?
Many of our services burst to the cloud during peak usage. We are continuing to build this out as we grow.

Data Protection

Is the storage of data in the Synergy Sports system encrypted in transit and at rest, and if so, by what means?
Yes. The data is encrypted in transit using Secure Socket Layer with 2048-bit encryption. At rest, the data is secured through other security layers and access controls, including Active Directory authentication.

Describe your data-at-rest and data-in-motion protection. What about encryption and authentication?
The data is encrypted in transit using Secure Socket Layer with 2048-bit encryption. At rest, the data is secured through other security layers and access controls, including Active Directory authentication.

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What methods do you use to transfer data from one place to another? Data is either transferred over an encrypted VPN connection, SSL over the internet or over our internal network.

Do you currently utilize multi-factor authentication to access Servers, website, user logins? Our applications do not require MFA and there is no plan to move to MFA .

Is it possible for any third party to access data, and if so, how? We have some partnerships that allow 3rd parties to access customer data, but that access is permissioned and requires a Synergy account to authorize the access. The access is scoped to only the individual user.

Is your secure gateway environment certified by an authoritative third party, and if so, who? We don't process any PII, PHI or PCI data.

Describe logs and/or audit trails that are produced by the application Our applications log a variety user actions, including feature and content access to improve our understanding of our customers workflows.

Can logs and/or audit trails link actions to individual users? Yes

Are successful/unsuccessful accesses logged? With client network address? We log all page requests including successful and unsuccessful accesses including the client IP address.

For how long are logs retained? We save all network-related log files for at least one year.

Is sensitive data (e.g., payment card number, SSN) masked/encrypted such that only authorized individuals have access to the data? We do not collect any kind of sensitive data. Just sports data.

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Do you have plans to move away from SSL v2/v3 to TLS v1.1 or later? If so, when?
We only support TLS 1.0 and newer. We don't store or transfer any PHI or PII

Does the service support federated single sign-on capabilities?
We do not currently support single sign-on.

Vulnerability Management

Describe your virus detection methods and software
Synergy uses industry standard anti-virus software.

Does Synergy scan for vulnerabilities on its network?
Yes - Synergy Sports does network vulnerabilities scanning according to our security policy.

How do you protect against outside threats?
We have industry-leading firewalls, servers have firewalls enabled and we keep our OS up to date.

Identity Management

How do you secure user IDs and access credentials?
Users are authenticated using Synergy's authentication service.

How will users be provisioned/deprovisioned?
Users account provisioned via the online application along with sales manager support.

Physical and Personnel Security

Where are your datacenters?
All of Synergy Sports servers that process or host customer data are stored at secured datacenter facilities that have keycard and/or biometric access with security cameras. Synergy has two datacenters in the US - one in Seattle, the other in New Jersey.

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Do the datacenters have security certifications like CSA registry or SSAE SOC16?
No. Since we don't store any sensitive data, we don't have the need for SSAE SOC16 certification.

Do you restrict and monitor your employee access to data 24x7?
Our non-software development staff does not have access to data. We use audit tracking for sensitive data and monitor network access 24x7.

Does the application automatically log off, lock or terminate a session after a predetermined time of activity?
For the convenience of our users, some applications do not automatically log off or terminate the session after a predetermined. Others will expire the sessions after a specific period and require the user to log back in.

What type of password complexity does the application require?
Our passwords are required to be 6-20 characters long, with 1 digit, 1 uppercase, and one lowercase.

Do you perform background checks on all relevant personnel?
We do background checks on all full-time US-based employees and contractors.

Do you use your own computing environment (including back-up and storage capacity)?
Yes, we have two datacenters that house our internal data and our customer data.

Incident Response

What detection methods do you have to determine if the data has been breached by an outside source?
We monitor and log all of our networking equipment, servers etc.

Business Continuity

What is your recovery point objective (RPO)?
Synergy runs a Hot Warm site configuration with replication of data between sites.

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Are your infrastructure components fully redundant?
Yes

Accessibility

What has your company done to evaluate the accessibility of your product in accordance
with either Section 508 of the Rehabilitation Act or WCAG 2.0 accessibility guidelines?
Synergy understands the need to make software accessible but with the complexities of making
streaming video accessible we cannot guarantee to meet federal accessible guidelines in our
product. Thus, at this time, our product apps are not ADA compliant and we currently do not have
plans to make them ADA compliant.

If our users should encounter issues with accessibility, to what extent are you willing to work with
the client to improve the product's accessibility?
We would be open to hearing suggestions on how we can make our products more accessible.

For more answers to your IT questions, please contact:

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