Platform, Security, and Privacy FAQ:

Plan-It Geo's web-based platform including Tree Plotter, Parks Plotter, Work Order Management, Canopy Planner products and custom apps, services, and add-on modules - Updated January 2018

Is your system Software as a Service (SaaS), or do we install it on our network?
Our software products are subscription-based SaaS.

Where is the software platform hosted?
The software platform is hosted on our own servers on the Amazon cloud (AWS).

Are the software products secure?
Our software products and our other APIs and services run over HTTPS (SSL/TLS).

Where is my data stored, and who has access to my data?
Data is stored in our cloud servers. Our developers and other technical employees have direct access to your data -otherwise access is restricted in the app through user group levels.

How is my data protected?
Your website data is backed up daily, and our app is encrypted with HTTPS.

What steps do you take to protect your systems from intrusion?
We monitor our systems, log activity, and regularly update our systems with security patches.

Do your web based applications use cookies?
Our site uses cookies as part of our login system, primarily to allow you to remain logged-in between sessions.

What information do you track about users?
We track when users log-in and their IP address, for purposes of troubleshooting.

Is the system available 24/7?
We presently take the system offline every day for about 10 minutes for maintenance, at 5am EST.

How do you handle bugs and support requests?
Support requests are entered in a tracking system and handled as soon as possible based on priority. Many issues and bugs are addressed immediately, on others we respond with an estimated timeline to address.

When is support available?
Support by email and phone is generally available from 8am to 8pm EST. Emergency support outside of those hours is available by email.

What are the software platfrom's user management capabilities?
Different login levels can be created to allow access to different data and functionality in the app, and are managed by users that are setup as administrators.