

VOKKE

# Ensuring long-term investment protection and longevity

Custom application development and hosting

April 2021

# Investing in the long term, together

Vokke delivers custom software and application hosting services to companies all around the world, empowering more than a million dollars of business to occur every week.

We understand that our customers rely on us to provide these critical services, and we've taken steps to ensure your trust in us is well placed.

- » This document outlines our approach to risk management and highlights the steps we've taken to help you gain peace of mind in your investment.

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We bring the years and global experience to custom software projects all over the world.

# We reduce risk all along your supply chain

01

## We mitigate risk across our **own supply chain**

Internal policies dictate what type of vendors we engage with, compliance to regulations, performance outcomes and service continuity.

02

## Business processes continually **reduce risk internally**

Business processes internally are in place to ensure we are resilient to internal and external risk factors.

03

## We help manage your investment **in your software**

Decisions we make on your behalf help lower any risks in terms of the investments you've made in your software thus far.

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## 01 - We mitigate risk across our **own supply chain**

- We only engage with vendors that have **proven capability** to deliver **continuity of service** over an extended period of time.
- We do not engage with vendors that **contravene our own environmental management system** (EMS) guidelines or vendors that are **exploiting shallow labour laws**, protecting against legal, ethical and reputational issues.
- For all vendors that directly **affect our supply chain**, we have provisions in place to ensure continuity of service should they go out of business or discontinue a service offering.
- Vokke regularly reviews **all active suppliers** and maintains a **vendor oversight process** to ensure that changes in risk levels are captured and catalogued.

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## 02 - Business processes continually **reduce risk internally**

- We have **extensive insurance coverage**, including **top-tier cyber insurance** to cover our critical cyber assets and data.
- We maintain an internal risk management program that complies with **ISO 31000 guidelines** for the identification, treatment and management of risk.
- We have proven development and hiring capability **in multiple countries**, allowing us to **reduce geographical risks** for events such as a pandemic.
- We have a **business continuity plan** (BCP) that outlines contingency plans for various scenarios, including the protection of key individuals and data.
- We spend **more on cyber security** per annum than **89% of SMBs in Australia** (defined as less than 200 employees).
- Stringent **data protection policies are in place** (for example, we store all backups in at least two different geographic locations, at least 60 km apart from each other).
- We have **strong growth plans** to ensure diversification of skills and capability into the future.

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## 03 - We help manage your investment **in your software**

- We use programming languages and technologies that are **globally adopted**, have a **battle-tested track record**, and are well supported commercially.
- Just like when building a house, some parts of software systems are provided by other vendors, such as **data grids**. Vokke prioritizes the adoption of **well-established and commercial libraries** and purchases **annual support subscriptions** directly from the vendors.
- We utilise the **Agile (Scrum) software development** methodology to reduce risk and a number of our team members have been independently certified by the **International Scrum Alliance** to practice Scrum.
- We document all requirements in the form of **software requirements specifications**, which are readily available for future system users or software developers.
- All the code written follows industry “object-oriented design” **best practices**, based on top of **robust frameworks** and **peer review**.
- We continuously reinvest in our processes and systems, adopting the latest technologies such as Docker and CI/CD to **automate and streamline manual** and risky processes such as deployments.
- The source code to your application can be **provided to you upon request**. Every single line of code is **tracked and timestamped**, so we can understand who, why and when a specific line of code was written. We have full line-level auditability to our project management system.

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## 03 - We help manage your investment **in your software**



Nearly **80% of the internet** is written in a programming language called PHP, which is the **same language we use**. It's used by Facebook, Wikipedia and MailChimp and has a global talent pool of developers.



The **majority of the world** chooses Oracle databases to store their data, and **we do the same**. We use the same database engine as AT&T, eBay and Dropbox.



**Extensive code comments** are present to help assist future development teams, and **historic software requirement** specifications are available at any time.



All deployments are done using **Docker**, which is a **highly automated and documented process**. This is the same technology used by JP Morgan Chase, PayPal and Spotify.

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