



Enforce Security and Compliance Policies for Government-Grade Communications

Government Communications



Government Communications

To meet the stringent requirements of government agencies, Soprano provides

Two-step verification benefits not just consumers, but the organisations that implement it as well. The second factor of authentication provides key security benefits such as:

- Data-in-motion: Encryption options for SMS transmittal, including via IPsecVPN and TLS v1.2
- Access (Authentication): Password policy controls for expiry & account lock-out
- Access (Authorisations): Role-based permissions and license controls over features

Core Use Cases

- Reduce failure-to-attend Rate
- Simplify shift management
- Two-way appointment reminders
- Secure account services
- Verify employee safety
- Delivery and tracking
- Incident alerting/notifications
- Collaborative team messaging
- Encrypted communication

Used by:



Soprano Connect is Hosted in an industry-leading private cloud

- SOC 2 Type II certified
- ISAE 3402 Type II Service Organization Control
- ISO 27001:2013 certified
- PCI Level 1 Service Provider



Secure IP Messaging

Soprano GAMMA has achieved the ISO 15408 certification, better known as the Common Criteria security certification.

- Strong message encryption
- Vanishing messages that expire
- PIN-protected app
- Remote wipe messages
- Team mobile messaging
- Embedded workflow app
- Ubiquity via SMS
- API integration & automation
- Enterprise admin portal
- Audits & messaging reports
- Geolocation
- Real-time reporting



Messaging Governance and Policy

- Hierarchy & data Views
- Template controls
- Content masking
- Access control and filtering
- Language localisation
- Prioritisation
- Archival auditing

Evidence

- Used by 400 enterprise and government companies in Australia.
- Deployed and used by 50+ Global Fortune 500 companies and over 1,000 other enterprises and government organisations worldwide
- Deployed at largest healthcare government

Common Criteria is recognised by Australian government and 27 national government agencies globally:





About Soprano Design

Soprano is an award-winning global communications software solution provider founded in 1994 in Sydney, Australia.

Soprano's powerful digital transformation omni-channel CPaaS solution, Soprano Connect, supports over 3,500 enterprise and government customers including some of the best-known names globally in banking, retail and healthcare.

Additionally, Soprano counts AT&T, Telstra, BT, Vodafone, Orange, Starhub, Smart/PLDT and Celcom among the telco partners that use its trusted platforms to offer CPaaS to their own customers. Soprano Connect provides a menu of sophisticated SMS, Voice, Email, RCS and IP-messaging APIs that are delivered alongside its powerful cloud administration platform to enable sophisticated routing, consent management, hierarchy with sub-account billing, localization and an array of security and compliance controls to assist large firms and government organisations to comply with regulation, policy and anti-spam guidelines.

Soprano Design

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