Conga Orchestrate
Security, privacy, and architecture

Services overview

Conga Orchestrate is a powerful Salesforce® process automation application that orchestrates end-to-end processes inside of Salesforce. Conga Orchestrate turns time-consuming, unstructured procedures into automated, efficient processes that can handle the complex needs of today's businesses. Easily configure, automate and manage large numbers of process steps. At Conga, we understand that our customers care passionately about the security of their data, especially when stored in the cloud. We are committed to providing enterprise-level security for all our applications—including Conga Orchestrate.

Salesforce-level security

Because Conga Orchestrate is a native Salesforce application, the solution processes your data completely within Salesforce. When using Conga Orchestrate, the solution does not send or store any data outside of your Salesforce instance, unless it is configured to work in tandem with other services which may do such.

High availability

Conga Orchestrate has the same availability guarantees as Salesforce: if your Salesforce instance is available, Orchestrate is available. Conga is a Platinum ISV Partner of Salesforce and follows the standards, policies, and best practices listed at trust.salesforce.com/.

Access and audit logs

Access and audit logging of Conga Orchestrate is controlled by your Salesforce administrator.

Microsoft Azure-level security

To simplify the setup and configuration of Conga Orchestrate, the Salesforce managed package includes a Connected App. Connected apps allow Salesforce administrators to set various security policies and have explicit control over who can use the corresponding apps. Using this application accesses metadata only, with optional access controlled by a Salesforce administrator. Salesforce communicates with this Azure application using TLS 1.2 encryption. Conga Orchestrate utilizes Azure regions located in the United States. See Azure security information (docs.microsoft.com/en-us/azure/security/) and SOC reports (www.microsoft.com/en-us/trustcenter/compliance/soc).

Privacy and compliance

As a Salesforce AppExchange application, Conga Orchestrate has completed the Salesforce Security Review process. All applications enrolled in the ISVForce or Force.com Embedded Partner Programs must go through a mandatory periodic security review. The Security Review has been developed to assess the security posture of partner offerings, to ensure that applications published on the AppExchange follow industry best practices for security, and to promote trust. Salesforce privacy and compliance standards can be found at trust.salesforce.com/en/compliance.

Among Conga, Salesforce and our customers, we abide by the following share of responsibility across our controls:

Control category	Conga process	Salesforce	Azure	Customer
Access Control				
Audit Logging				Responsible
Data Retention				Responsible
Application Testing	Responsible			
Security Testing	Responsible	Responsible	Responsible	
Security Controls		Responsible	Responsible	
Availability		Responsible	Responsible	

Conga audits and certifications

Conga is committed to achieving and maintaining the trust and confidence of our customers. Integral to this mission is Conga's dedicated, in-house security and privacy team. This team is tasked with enabling Conga customers to meet a multitude of compliance, data protection, and regulatory obligations from around the globe. Conga's trust and assurance activities include:

• Conga is ISO 27001 and ISO 27701 certified.