



Intranet
Connections

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Shared Cloud Information



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Introduction

More organizations are choosing Shared Cloud hosting for their intranet to balance cost efficiency, scalability, and reduced IT overhead.

Intranet Connections Shared Cloud is a secure, multi-tenant cloud environment hosted on Microsoft Azure, designed to deliver the benefits of cloud hosting while maintaining strong security, reliability, and performance.

What is Shared Cloud?

Shared Cloud is a multi-tenant Azure-hosted environment managed by Intranet Connections. Unlike Private Cloud, infrastructure resources are shared across customers while data remains logically isolated and secure. This approach allows customers to benefit from lower costs and simplified infrastructure management.

How Secure Is Shared Cloud?

Security is a top priority for Intranet Connections. Shared Cloud is available exclusively with IC 3.0, our next-generation platform built on a modern technology stack designed to meet today's security and compliance standards.

IC 3.0 is hosted on Microsoft Azure and is SOC 2 compliant, reflecting our commitment to strong security controls, data protection, and operational integrity. The Shared Cloud environment leverages Azure's enterprise-grade physical and logical security, redundancy, and continuous monitoring.

While infrastructure resources are shared across customers, all customer data is logically isolated and protected using industry best practices, ensuring confidentiality and integrity at all times.



Compliance & Access

Shared Cloud environments follow the same secure development, deployment, and monitoring practices as our Private Cloud offering. For more information about compliance certifications, please contact customercare@intranetconnections.com.

Cost Benefits of Shared Cloud

Shared Cloud offers significant cost savings compared to on-premise and Private Cloud hosting. Customers benefit from:

- Lower annual maintenance costs
- No server procurement or hardware replacement
- No server patching or operating system maintenance
- Reduced IT involvement and overhead
- Built-in redundancy and disaster recovery

Access & Authentication

Shared Cloud supports flexible authentication options, including form-based login and Azure AD (Entra ID) single sign-on. Authentication is configured during onboarding to align with organizational security policies.

Keeping Your Intranet Running

Shared Cloud provides high availability and resilience without reliance on customer-managed infrastructure.

Benefits include:

- Protection from local outages, weather events, and hardware failures
- Automatic backups and monitored performance
- Rapid recovery in the event of an incident
- Continuous infrastructure improvements managed by Intranet Connections



Getting on Shared Cloud

To move to Shared Cloud, customers participate in a brief onboarding process:

Intranet Connections Responsibilities	Customer Responsibilities
<ul style="list-style-type: none">• Provision Shared Cloud environment• Apply upgrades and updates Migrate intranet data• Validate functionality and security	<ul style="list-style-type: none">• Confirm authentication requirements• Participate in discovery, onboarding, and planning calls

Updates & Maintenance

Infrastructure and security updates are managed by Intranet Connections
Product updates and upgrades are scheduled and communicated in advance

What Is Covered by the Annual Subscription

Unlimited product support

Access to new IC releases

Hosting, monitoring, and maintenance of the environment

Security hardening and performance monitoring

How is our data isolated from other tenants? Could another organization access our information?

Each customer runs in a logically isolated tenant environment with separate databases, storage spaces, and authentication scopes. No tenant can access another tenant's data. Security boundaries are enforced at both the application and infrastructure level, ensuring strict separation and confidentiality of customer information.



There is no dedicated circuit or VPN connection. Is the environment still secure?

Yes. Shared Cloud uses Azure's secure public endpoint model, similar to other modern SaaS platforms. All access is protected through strong authentication controls, and traffic is encrypted end-to-end using HTTPS/TLS. A VPN is not required to maintain security and does not reduce the security posture of the environment.

Where is the Shared Cloud environment hosted?

The Shared Cloud environment is hosted on Microsoft Azure within North America. Specific regional details can be provided upon request to support internal IT or compliance reviews.

Is traffic encrypted? Is data encrypted at rest?

- Yes.
- All data in transit is encrypted using TLS (HTTPS).
- All data at rest is encrypted using Azure's native encryption mechanisms, in line with industry best practices.

Will the cloud be slower than an on-premise server?

In most cases, Azure cloud performance is equal to or better than on-premise environments. Performance depends on factors such as organizational size, geographic distribution, and network connectivity. For multi-branch or distributed organizations, cloud hosting often provides improved performance and reliability compared to on-prem infrastructure.