



# A-LIGN

February 17, 2023

To whom it may concern:

This letter confirms that A-LIGN and A-LIGN ASSURANCE has conducted a Type 2 SSAE 18/SOC 1 examination of EasyVista (the "Company's") Service Manager (EV|SM) and Self Help (EV|SH) Services System at the Paris, France; Montreal, Canada and Lisbon, Portugal facilities.

The scope of the Type 2 SSAE 18/SOC 1 examination performed by A-LIGN ASSURANCE was limited to the following control objectives:

CONTROL AREA	CONTROL OBJECTIVE DEFINED BY THE COMPANY
<b>INFORMATION SECURITY</b>	Control activities provide reasonable assurance that system information, once entered into the system, is protected from unauthorized or unintentional use, modification, addition, or deletion.
<b>COMPUTER OPERATIONS - AVAILABILITY</b>	Control activities provide reasonable assurance that system processing is authorized and executed in a complete, accurate, and timely manner, and deviations, problems, and errors are identified, tracked, recorded, and resolved in a complete accurate and timely manner.
<b>COMPUTER OPERATIONS - BACKUP</b>	Control activities provide reasonable assurance that timely system backups of critical files to an off-site location are performed.
<b>DATA COMMUNICATIONS</b>	Control activities provide reasonable assurance that data transmissions between the service organization and its clients are complete, accurate, and secure and that data received is posted to the relevant systems in accordance with the Company's guidelines.
<b>INFRASTRUCTURE CHANGE MANAGEMENT</b>	Control activities provide reasonable assurance that network infrastructure is configured as authorized to (1) support the effective functioning of application controls to result in valid, complete, accurate, and timely processing and reporting of transaction and balances and (2) protect data from unauthorized changes.

An examination conducted by A-LIGN ASSURANCE of the Company's description of the Company's system for the Services (the **System**) was performed to determine whether or not, in all material respects and based upon suitable criteria:

- the Written Assertion, as provided by the Company, fairly presents the System that was designed and implemented throughout the specified Type 2 SSAE 18/SOC 1 Review Period (as hereafter defined);
- the controls related to the control objectives stated in the Company's description of the System were suitably designed throughout the specified Type 2 SSAE 18/SOC 1 Review Period (as hereafter defined) to achieve those control objectives; and
- the controls related to the control objectives stated in the Company's description of the System operated effectively throughout the specified Type 2 SSAE 18/SOC 1 Review Period (as hereafter defined) to achieve those control objectives



## A-LIGN

As of the date of this letter, all testing procedures related to the Company's Service Manager (EV|SM) and Self Help (EV|SH) Services System are complete. Based on our examination we have obtained reasonable assurance, in all material respects, that (1) the description is fairly presented based on the description criteria, and (2) the controls were suitably designed and operating effectively to meet the in-scope control objectives throughout the period November 1, 2021 to October 31, 2022.

Please don't hesitate to contact me if you have any questions.

Regards,

Scott G. Price, CPA, CISA, CIA  
Chief Executive Officer, A-LIGN  
Manager, A-LIGN ASSURANCE  
[www.a-lign.com](http://www.a-lign.com)  
[scott.price@a-lign.com](mailto:scott.price@a-lign.com)  
Tel. 1-888-702-5446 ext. 102  
Fax 1-888-273-0230