The security of your

sensitive contact data

is our top priority.

Lyrek Security Information

To event producers and PR firms, contact data is among the most valuable assets of their industries. Migrating this sensitive data from offline in-house systems to remote ASPs used to be a very valid concern—until Lyrek. Protecting this asset and guaranteeing its security is the foundation around which Lyrek was designed.

Unique Storage

Unlike most ASPs, each lease to Lyrek entitles its subscribers to their very own database. Storing sensitive data in unique databases ensures no crossover between Lyrek users, locking out access across installations. Users performing database maintenance are restricted to their own data tables. User errors are isolated to separate accounts and do not cause system-wide effects.

Confidentiality

Lyrek's broad support network is intensely screened by era//404 application developers prior to enrolment, to guarantee their commitment to subscriber confidentiality. At the time of lease activation, all parties sign confidentiality and non-disclosure to ensure the security of the client's data and Lyrek's code.

User Restrictions

Lyrek administrators are given immediate control over the system permissions of its users. Usertypes are stored by their function from administrator, to technician to data-entry clerk (and various custom levels in between), limiting access to data and boosting system security. Seasonal labor, for example, can be granted temporary "data-entry clerk" permissions, denying them any ability to import, export, delete or mass-mail Lyrek contacts.

Database Backups

By default, Lyrek stores a back-up of all client data twice a day, every day. During periods of heavy activity, clients can request Lyrek to be backed-up at a greater frequency (every 30 minutes). If ever there is a problem with your data, simply contact Lyrek support to have your data restored to a previous back-up.

Encryption

For added security and data protection, Lyrek installations can be equipped with the same 128-bit encryption trusted by major e-commerce sites to protect online purchases. This will require browsers to connect to Lyrek through a secure socket layer (SSL), an encrypted link between Lyrek servers and your browser. Once the link is established all communication between Lyrek and client computers will remain confidential.

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Lyrek User Types

We know the importance of keeping your data secure. Other Customer Relationship Managers (CRMs)—FileMaker Pro, ACT, etc.—commit you to assigning the same access to seasonal labor as they do to System Administrators. We think you should have control over the privileges your users have when working with the sensitive data that you need to keep your organization strong. That's why Lyrek offers a variety of User Types with each installation.

Lyrek Functions	Data Entry	Technicians	Managers	Administrators
Contacts				
View/Edit Contact Information and RSVP Status	Yes	Yes	Yes	Yes
Create/Duplicate/Merge/Delete Contact Groups	Yes	Yes	Yes	Yes
Add New Contacts	No	Yes	Yes	Yes
Batch Import New Contact List	No	Yes	Yes	Yes
Create Exports/Reports	No	No	Yes	Yes
Overwrite Contacts on Batch Import	No	No	No	Yes
Delete Single/Multiple Contacts	No	No	No	Yes
Events				
Assign Seating	Yes	Yes	Yes	Yes
View/Edit Event Information	Yes	Yes	Yes	Yes
Add New Events	No	Yes	Yes	Yes
Send Email (Invitation, Seating, Follow-up)	No	No	Yes	Yes
Create Exports/Reports	No	No	Yes	Yes
Archive or Delete Events	No	No	No	Yes
Mailings				
View/Edit Mailings	Yes	Yes	Yes	Yes
Add New Mailings	No	Yes	Yes	Yes
Send Mailings	No	No	Yes	Yes
Delete Mailings	No	No	No	Yes
Preferences				
Create Import/Export/Report Formats	No	No	Yes	Yes
Modify Company Preferences	No	No	Yes	Yes
Modify Label Formatting	No	No	Yes	Yes
Administration				
Create/Edit/Disable/Delete Users	No	No	No	Yes
Create/Edit/Delete Custom Database Fields	No	No	No	Yes
Monitor/Access System Logs	No	No	No	Yes
Support				
Create/Reply to Support Tickets (Standard, Immediate)	Yes	Yes	Yes	Yes

Custom User Types

era//404 is happy to estimate the creation of custom User Types for your organization should the above four defaults not be sufficient for your contact and events needs.