

EdgeCo Systems Descriptions

EdgeCo Holdings, Inc. provides technology-enabled solutions and support services to financial intermediaries and their clients, including full-service retirement plan administration, brokerage, advisory, and trust and custody solutions. EdgeCo uses a variety of systems in order to provide these services. Below is a description of these systems.

RELIUS

EdgeCo utilizes the FIS Relius Administration System to support recordkeeping and customer transaction processing for retirement plan accounts. The Relius platform is provided and maintained by Fidelity Information Services (FIS), a third-party industry leader in financial services technology.

KEY DETAILS:

- **System Hosting:** Relius is a secure, web-based application hosted by EdgeCo and maintained by FIS.
- **Security:** Access is restricted to authorized personnel through unique login credentials and password protection.
- **Data Handling:** All customer data is stored and processed on EdgeCo infrastructure.
- **System Integrity:** All development and maintenance are performed by FIS.
- **Third-Party Assurance:** FIS provides annual SOC 1 reports to support control assurance and compliance with industry standards.

SALESFORCE

EdgeCo utilizes Salesforce Service Cloud as a secure, cloud-based workflow management system to manage recordkeeping data and support customer interactions. The platform is provided and operated by Salesforce, a leading cloud service provider.

KEY DETAILS:

- **System Hosting:** Salesforce Service Cloud is hosted in Salesforce's secure, global cloud infrastructure.
- **Security:** Salesforce provides encryption and secure authentication protocols.
- **Data Handling:** EdgeCo uses the system to manage operational data related to customer service and workflow tracking. Salesforce is responsible for hosting and safeguarding the data.
- **System Integrity:** Salesforce manages its configurations and workflows within the application. Platform-level code and infrastructure are fully managed by Salesforce.
- **Third-Party Assurance:** Salesforce provides SOC 1 and SOC 2 audit reports to support transparency and demonstrate effective control implementation.

IDENTITY SERVER

EdgeCo utilizes Identity Server for authentication in front of Relius applications and for other identity management functions.

KEY DETAILS:

- **System Hosting:** Identity Server is hosted in EdgeCo managed data centers.
- **Security:** Identity Server provides encryption and secure authentication protocols.
- **Data Handling:** EdgeCo uses the system to manage credentials and other identity management functions.
- **System Integrity:** User roles and rights management are implemented to control appropriate access and is managed by EdgeCo.
- **Third-Party Assurance:** EdgeCo monitors server patching activities performed by Magna5 and maintains controls to ensure ongoing security and compliance. EdgeCo provides SOC 1 audit reports to support transparency and demonstrate effective control implementation and security measures. Magna5 provides SOC 1 and SOC 2 audit reports to support transparency and demonstrate effective control implementation and security measures.