



EBF Onboarder Security Whitepaper

VERSION	DATE	EDITOR	CHANGES
1.0	15 Mar 2019	Thomas Klütsch	Official Release, error corrections, added PCI certificate
1.1	13 Jan 2020	Thomas Klütsch	Added ISO certificate and more details in several chapters
1.2	15 Jun 2020	Thomas Klütsch	New PlusServer certificates
1.3	09 Jul 2020	Thomas Klütsch	New system architecture image
1.4	17 Dez 2020	Thomas Klütsch	New TÜV certificates (PlusServer), changes in chapter 9
1.5	05 Feb 2021	Thomas Klütsch	Changes in chapter 11 and 12, update PCI certificate, added 9001 certificate.
1.6	20 Jul 2022	Guido Strucksberg	Changes: New EBF Certificate New PCI Certificate PlusServer Format changes Responsible
1.7	24 Aug 2022	Guido Strucksberg	“ISO 9001 Certificate PlusServer“ updated
1.8	23 Jan 2023	Guido Strucksberg	“PCI Certificate PlusServer“ updated
1.9	05 May 2023	Guido Strucksberg	Chapter 02: Diagram updated
2.0	06 Jun 2023	Guido Strucksberg	“ISO 27001 Certificate PlusServer“ updated
2.1	1 Jul 2023	Guido Strucksberg	Updating Ch 04.
2.2	3 April 2024	Guido Strucksberg	Updated “PCI Certificate PlusServer“ (Ch 16)
2.3	25 Feb 2025	Guido Strucksberg	Updated “PCI Certificate PlusServer“ (Ch 16)
2.4	13 Jun 2025	Guido Strucksberg	“ISO 27001 Certificate EBF“ updated (Ch 13) Updates in Ch 6 and Ch 10
2.5	20 Aug 2025	Guido Strucksberg	“ISO 9001 Certificate PlusServer“ updated (Ch 15)
2.6	19 Dec 2025	Guido Strucksberg	“ISO 27001 Certificate PlusServer“ updated (Ch 14)

Table of Contents

01. GENERAL.....	3
02. SYSTEM ARCHITECTURE	3
03. HOSTING	4
04. FIREWALLS	4
05. AUTHENTICATION.....	4
06. ROLE BASED ACCESS CONTROL	4
07. SESSION EXPIRATION.....	4
08. PERSONAL DATA HANDLING.....	5
08.1. Personal data being stored.....	5
08.2. Data storage duration.....	5
09. DATA ENCRYPTION	5
10. EXTERNAL APIS.....	6
11. LOGGING	6
12. BACKUPS.....	7
13. ISO 27001 CERTIFICATE EBF	8
14. ISO 27001 CERTIFICATE PLUSSERVER	9
15. ISO 9001 CERTIFICATE PLUSSERVER	11
16. PCI CERTIFICATE PLUSSERVER.....	12

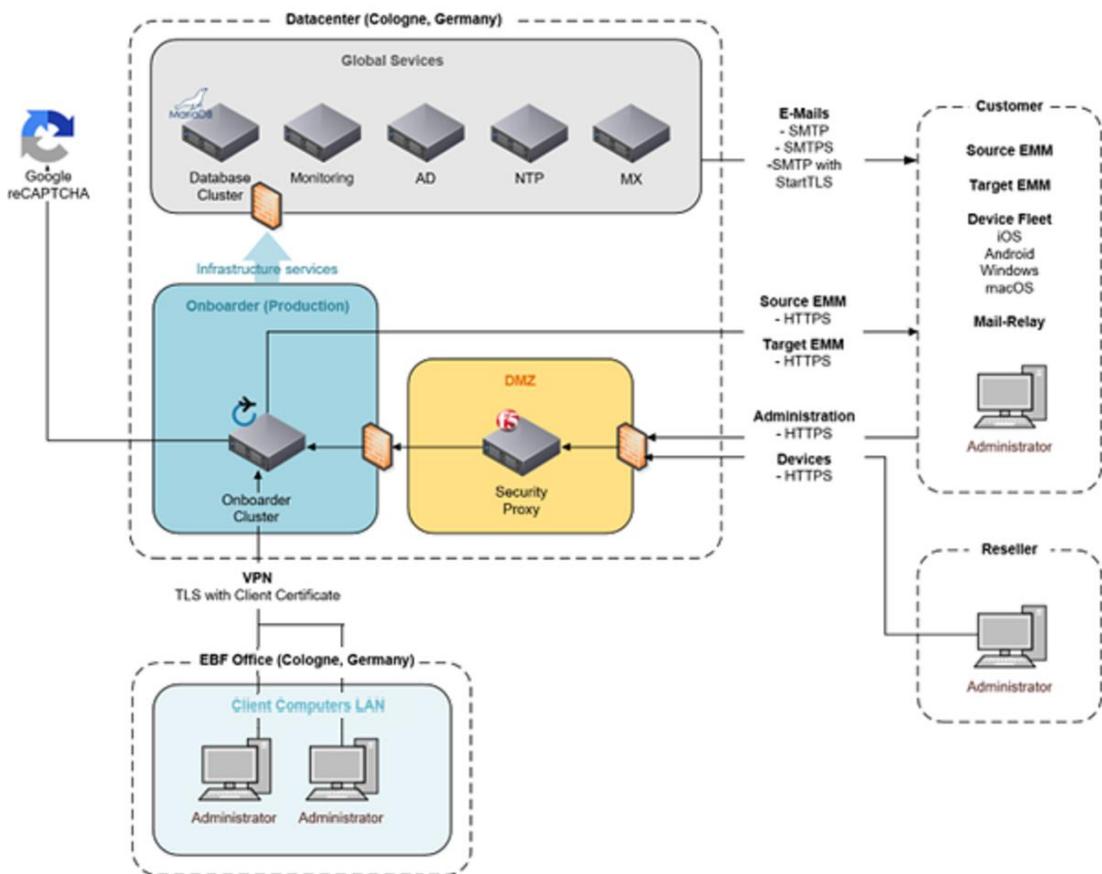
01. General

This Whitepaper provides information about the EBF Onboarder service focusing on security related aspects of the infrastructure, data processing and communication.

EBF GmbH is ISO 27001 certified. The certification is proof that EBF invests sufficiently in information and IT security, protect confidential data sufficiently against misuse, attacks, loss and disclosure and that we guarantee high availability of IT systems at the same time.

02. System Architecture

The following picture gives an overview of the EBF Onboarder system architecture, components, protocols used and communication partners.



03. Hosting

The EBF Onboarder service is hosted in a HA data center provided by PlusServer GmbH in Cologne/Germany. PlusServer is ISO 27001 certified.

04. Firewalls

Incoming communication is allowed only on port 443. Outgoing communication is allowed on ports used by the different API endpoints and additionally SMTP.

Please make sure the Onboarder IP address (out-app.ebf.com; 62.138.245.79) is whitelisted for accessing the source and target EMM systems.

05. Authentication

Each tenant needs to authenticate at the administration console of the EBF Onboarder service. Multi-factor authentication can be enabled for tenant administrators.

06. Role based access control

The EBF Onboarder service administrators can have different roles:

- Tenant administrator (all rights applied by default)
- Additional tenant administrator
Available access rights:
 - Create Migrations
 - Manage Settings
 - Manage Administrators

Data visibility and functionality are restricted for each role.

07. Session expiration

User sessions expire after 30 minutes.

08. Personal data handling

08.1. Personal data being stored

The EBF Onboarder service needs to store user data and device data to migrate devices between EMM systems. Data is stored in a MariaDB database. Personal data include the following:

- Name
- Email address
- Device name
- Phone number
- Device serial number / IMEI
- Device ID in source EMM
- Device ID in target EMM

08.2. Data storage duration

Personal data is needed as long as the customer runs the migration projects. After completing the migration, the customer may delete the projects which leads to an anonymization of the personal data stored in database.

PERSONAL DATA FIELDS	ANONYMIZED VALUES
Name	No Name
Email address	noname@ebf.com
Device name	Dummy Device
Phone number	000000
Device serial number / IMEI	XXXXXXXX
Device ID in source EMM	XXXXXXXX
Device ID in target EMM	0

09. Data encryption

Customer admin passwords are salted and hashed when stored in the database. The EMM API passwords for source and target systems and SMTP passwords are encrypted with AES256.

10. External APIs

Communication with related EMM systems is done using the official APIs of the EMM providers. REST communication always uses port 443. SOAP-API ports may vary for different instances of those EMMs.

EMM	API
Afaria (SAP)	SOAP
Baramundi bMS	REST
BlackBerry UEM / v12 / Cloud	SOAP
Good for Enterprise	SOAP
Intune (Microsoft)	REST
Jamf Pro / School/ Now	REST
MaaS360 (IBM)	REST
Meraki (Cisco)	REST
Ivanti (EPMM / Neurons / EPM Landesk)	REST
Sophos	REST
SOTI	REST
Omnissa Workspace ONE (VMWare)	REST
XenMobile (Citrix)	REST

11. Logging

The EBF Onboarder service has an audit log stored in the database. It contains information about:

- User logins (available for 5 years)
- User actions (create migration projects, send invitations) (available for 5 years)
- System events (available for 30 days)

Additionally, there is a rolling Tomcat log (available for 7 days), that provides the following information:

- API requests
- Error messages

12. Backups

Automatic backup of data (database dump and log files) is done every night to a SAN. Backups are rolled over after a period of 5 weeks. The backup storage is physically protected within an ISO 27001 certified data center. Encryption of data at rest is not performed on a storage level.

13. ISO 27001 Certificate EBF

Certificate

Standard **ISO/IEC 27001:2022**
Certificate Registr. No. **01 153 1800745**

Certificate Holder:  **EBF**

EBF-EDV Beratung Föllmer GmbH
Gustav-Heinemann-Ufer 120-122
50968 Köln
Germany

Scope: Consulting, development, implementation, hosting and support services in the areas of Modern Work, Workplace Experience, IT Security and Compliance as well as Artificial Intelligence.

SoA 27001:2022 dated 10.03.2025

Proof has been furnished by means of an audit that the requirements of ISO/IEC 27001:2022 are met.

Validity: The certificate is valid from 2025-06-21 until 2028-06-20.
First certification 2019

2025-04-16 

TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

© TÜV, TÜV and TÜV are registered trademarks. Utilisation and application requires prior approval.

www.tuv.com



14. ISO 27001 Certificate PlusServer

ZERTIFIKAT ◆ CERTIFICATE ◆ CERTIFICADO ◆ CERTIFICAT ◆
CERTIFIKAT ◆ CERTIFICATE ◆ CERTIFICADO ◆ CERTIFICAT ◆
認定證書 ◆ CERTIFICATE ◆ CERTIFICADO ◆ CERTIFICAT ◆


Management Service

CERTIFICATE

Certificate Registration No.: **12 310 40834 TMS** / Order No.: **70775393**

The Certification Body of TÜV SÜD Management Service GmbH certifies that the organization


plusserver GmbH
Welserstraße 14
51149 Köln
Germany

for the scope

Provisioning and operation of cloud and hosting services as well as datacenter capacity and network connections used for cloud and hosting services at the datacenters Cologne (CGN3), Dusseldorf (DUS6), Hamburg/Norderstedt (HAM5) and Hamburg Wilhelmsburg (HAM6) including the sites see enclosure

has established and applies an Information Security Management System according to "Statement of Applicability".

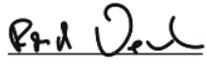
An audit was performed and has furnished proof that the requirements according to

ISO/IEC 27001:2022

are fulfilled.

The certificate is valid from **2025-10-14** until **2026-05-31**.

Version of the statement of applicability: **V4.0 from 26.06.2024**


Fred Wenke
Head of Certification Body
Munich, 2025-10-14



Deutsche Akkreditierungsstelle
D-296-14143-01-00

Page 1 of 2

TÜV SÜD Management Service GmbH • Zertifizierungsstelle • Ridlerstrasse 57 • 80339 München • Germany
www.tuvsud.com/de-certificate-validity-check**TUV**[®]

MS/01-07/2023

CERTIFICAT

CERTIFICADO

СЕРТИФИКАТ

認證證書

CERTIFICATE

ZERTIFIKAT



Management Service

ENCLOSURE OF CERTIFICATE

Certificate Registration No.: 12 310 40834 TMS / Order No.: 70775393

certificate holder:

plusserver GmbH
Welsersstraße 14
51149 Köln
Germany

at the sites	scope
plusserver GmbH Welsersstraße 14 51149 Köln Germany	Provisioning and operation of cloud and hosting services as well as datacenter capacity and network connections used for cloud and hosting services at the datacenters Cologne (CGN3), Dusseldorf (DUS6), Hamburg/Norderstedt (HAM5) and Hamburg Wilhelmsburg (HAM6)
plusserver GmbH In der Steele 33a-41 40599 Düsseldorf Germany	Provisioning and operation of datacenter capacity and network connections used for cloud and hosting services (DUS6)
plusserver GmbH Altmarkt 25 01067 Dresden Germany	operation of Cloud und Hosting Services
plusserver GmbH Neustädter Neuer Weg 22 20459 Hamburg Germany	Provisioning and operation of datacenter capacity and network connections used for cloud and hosting services at the datacenters Hamburg/Norderstedt (HAM5) and Hamburg Wilhelmsburg (HAM6)

Fred Wenke
Head of Certification Body
Munich, 2025-10-14

Page 2 of 2



TÜV SÜD Management Service GmbH • Zertifizierungsstelle • Ridlerstrasse 57 • 80339 München • Germany
www.tuvsud.com/de-certificate-validity-check

TUV®

MS/01-07/2024

EBF

öffentlich

15. ISO 9001 Certificate PlusServer



Management Service

CERTIFICAT

CERTIFICADO

СЕРТИФИКАТ

認證證書

CERTIFICATE

ZERTIFIKAT

CERTIFICATE

Certificate Registration No.: 12 100 58433 TMS / Order No.: 70775393

The Certification Body
of TÜV SÜD Management Service GmbH
certifies that the organization

plusseryer

plusseryer GmbH
Weiserstraße 14
51149 Köln
Germany

for the scope

Provision and operation of cloud and hosting services, as well as the data center capacities and network connections used for the cloud and hosting services at the locations in Cologne (CGN3), Dusseldorf (DUS6), Hamburg/Norderstedt (HAM5), and Hamburg Wilhelmsburg (HAM6) including the sites see enclosure

has established and applies a Quality Management System.

An audit was performed and has furnished proof that the requirements according to

DIN EN ISO 9001:2015

are fulfilled.

The certificate is valid from **2025-08-19** until **2028-08-12**.

Fred Wenke
Head of Certification Body
Munich, 2025-08-20

Page 1 of 2



TÜV SÜD Management Service GmbH • Zertifizierungsstelle • Ridlerstrasse 57 • 80339 München • Germany
www.tuvsud.com/de-certificate-validity-check

TUV®

MS/01-07/2023

EBF

öffentlich

16. PCI Certificate PlusServer

