Tungsten Automation Corp. – Public Cloud

System and Organization Controls Report (SOC 3)

Independent Report of the Controls to Meet the Trust Services Criteria for the Security and Availability Categories for the Period of October 1, 2024, through September 30, 2025.

Table of Contents

Assertion of Tungsten Automation Corp. – Public Cloud Management 1

Assertion of Tungsten Automation Corp. – Public Cloud Management 2

Independent Service Auditor's Report 3

Independent Service Auditor's Report 4

Scope 4

Service Organization's Responsibilities 4

Service Auditor's Responsibilities 4

Inherent Limitations 5

Opinion 5

Tungsten Automation Corp. – Public Cloud's Description of Its AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product System 6

Section A: Tungsten Automation Corp. – Public Cloud's Description of the Boundaries of Its AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product System 7

Services Provided 7

Infrastructure 9

Software 10

People 10

Data 11

Processes and Procedures 11

Section B: Principal Service Commitments and System Requirements 13

Regulatory Commitments 13

Contractual Commitments 13

System Design 13

Assertion of Tungsten Automation Corp. – Public Cloud Management

Assertion of Tungsten Automation Corp. – Public Cloud Management

We are responsible for designing, implementing, operating, and maintaining effective controls within Tungsten Automation Corp. – Public Cloud's AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product system (system) throughout the period October 1, 2024, to September 30, 2025, to provide reasonable assurance that Tungsten Automation Corp. – Public Cloud's service commitments and system requirements relevant to security and availability were achieved. Our description of the boundaries of the system is presented in section A and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period October 1, 2024, to September 30, 2025, to provide reasonable assurance that Tungsten Automation Corp. – Public Cloud's service commitments and system requirements were achieved based on the trust services criteria relevant to security and availability (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*). Tungsten Automation Corp. – Public Cloud's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in section B.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period October 1, 2024, to September 30, 2025, to provide reasonable assurance that Tungsten Automation Corp. – Public Cloud's service commitments and system requirements were achieved based on the applicable trust services criteria.

Independent Service Auditor's Report

Independent Service Auditor's Report

Board of Directors
Tungsten Automation Corp.
15211 Laguna Canyon Road
Irvine, CA 92618

Scope

We have examined Tungsten Automation Corp. – Public Cloud's accompanying assertion titled "Assertion of Tungsten Automation Corp. – Public Cloud Management" (assertion) that the controls within Tungsten Automation Corp. – Public Cloud's AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product system (system) were effective throughout the period October 1, 2024, to September 30, 2025, to provide reasonable assurance that Tungsten Automation Corp. – Public Cloud's service commitments and system requirements were achieved based on the trust services criteria relevant to security and availability (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

Service Organization's Responsibilities

Tungsten Automation Corp. – Public Cloud is responsible for its service commitment and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Tungsten Automation Corp. – Public Cloud's service commitments and system requirements were achieved. Tungsten Automation Corp. – Public Cloud has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Tungsten Automation Corp. – Public Cloud is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Tungsten Automation Corp. – Public Cloud's service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Tungsten Automation Corp. – Public Cloud's service commitments and system requirements based on the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within Tungsten Automation Corp. – Public Cloud's AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product system were effective throughout the period October 1, 2024, to September 30, 2025, to provide reasonable assurance that Tungsten Automation Corp. – Public Cloud's service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.



Joseph Kirkpatrick
CPA, CISSP, CGEIT, CISA, CRISC, QSA
4235 Hillsboro Pike, Suite 300
Nashville, TN 37215

December 24, 2025

Tungsten Automation Corp. – Public Cloud's Description of Its AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product System

Section A: Tungsten Automation Corp. – Public Cloud's Description of the Boundaries of Its AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product System

Services Provided

Tungsten Automation Corp. – Public Cloud (Tungsten Automation) is an intelligent automation software provider that offers a wide range of products, primarily focused on providing software solutions for various industries which allows business to automates and improve business workflows by simplifying the handling of data and documents. In recent years, the organization has shifted toward offering cloud-hosted and software-as-a-service (SaaS) alternative to traditional on-premises installations. Customers now have the option to subscribe to these products instead of purchasing perpetual licenses. The public cloud products in the scope of this assessment include AP Essentials, SignDoc, TotalAgility, Printix, Transact Cloud, RPA, e-Invoice Connect and Cloud Power PDF.

AP Essentials

AP Essentials is the accounts payable solution that automates the capture and validation of invoices from any source, in any format. Supplier invoices typically arrive in paper, PDF or myriad electronic formats delivered through postal services, emails, EDI or internet portals. AP Essentials enables AP teams to swiftly capture, codify and route invoices seamlessly, securely and consistently. AP Essentials uses proprietary optical character recognition (OCR) technology. The extracted data is then validated, classified, and routed for approval, enabling organizations to automate the invoice processing workflow. AP Essentials integrates with existing financial systems to provide an end-to-end process, reducing manual data entry and increasing efficiency.

SignDoc

SignDoc enables secure paperless signing. SignDoc enables users to sign with electronic signatures that simplify and expedite business processes. SignDoc Cloud delivers substantial evidence approval and adoption of a document's contents and its binding, conclusive, non-reputable character. SignDoc enables the validation of authenticity and integrity of signed documents by providing means to authenticate a signer's identity as well as verifying that the document has not been altered after signing.

TotalAgility

TotalAgility leverages advanced artificial intelligence (AI) to automate content-heavy workflows and deliver real-time business insights. It blends advanced AI, document processing, and process orchestration into a unified end-to-end solution. This

combination streamlines operations, boosts productivity, enhances experiences, and improves financial performance.

Printix
Printix is a cloud print management SaaS that unleashes the benefits of modern workplace printing by eliminating the need to install traditional on-prem print management software and print servers. Printix also supplements existing print systems with its Hybrid Cloud Print Enabler, providing accessibility to bring employee remote and home printing within the scope of print reporting – anywhere to any printer.

Transact Cloud
Transact Cloud is a document capture and processing solution that handles various document types, including invoices, from different sources like paper, email attachments, and electronic files. Deployed in the cloud or on-premise, Transact leverages OCR, AI, and intelligent workflows to automate data extraction and processing, ultimately streamlining business workflows, reducing manual operations, and increasing efficiency for tasks such as accounts payable and claims processing.

Tungsten e-Invoice Connect (TEC)
TEC is an e-Invoicing solution that converts invoices to the appropriate format and transfers them to the correct receiver, reducing manual work and errors. TEC reads or delivers the format both buyers and suppliers prefer. Save time and money with robust onboarding, EDI validation and support for all major e-invoice formats.

RPA
RPA is a platform for application integration and Robotic Process Automation (RPA). It can integrate applications that were not built to be connected and automate processes across such heterogeneous systems; cloud/SaaS applications with premise systems, legacy systems with modern web applications, back office systems with partner websites. It increases productivity, efficiency, and compliance so employees can focus on higher-value work by automating routine, repetitive tasks.

Cloud Power PDF
Cloud Power PDF is the editing and management solution that includes a cloud licensing option for businesses and supports automation features to streamline workflows, making it suitable for remote and collaborative work environments. The cloud option provides scalability and centralized management for growing organizations, while the software itself offers advanced tools like OCR, eSignatures, and redaction to enhance productivity and security for PDF documents

Customer Management
Tungsten Automation onboarding and offboarding processes are specific to each type of product. Customer onboarding is initiated upon SaaS/customer agreement sign-off, which is managed by Order Fulfillment & Licensing department. Upon receiving the orders and other requested documents from customers, order processing takes place and once completed, the customer is notified via email. The customer is then permitted immediate possession of the Tungsten Automation software through a download from the organization website, at which time revenue can be recognized.

Tungsten Automation Customer Success management is key to retaining existing customers. Regular meetings are held with customers depending on request and service performance is occasionally reviewed for further feedback.

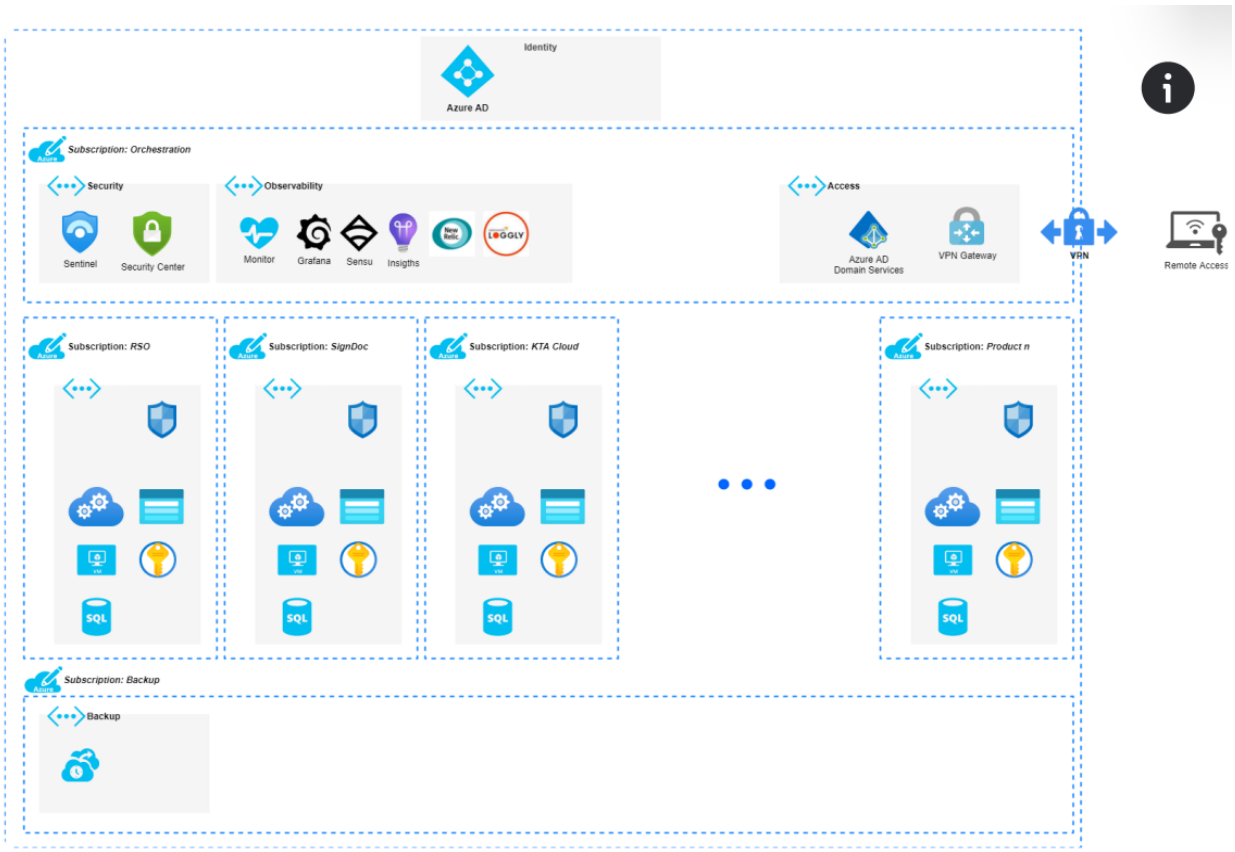
Tungsten Automation offers three distinct levels of engagement based on the subscription of the customer, and each subscription has a success program tailored for the size of the customer's automation program. For those operating on a smaller scale, Tungsten Automation offers community-based assistance. For larger programs, Tungsten Automation includes a comprehensive, personalized approach that brings together a selection of high-value services. Customers also have the option to upgrade to a higher-level program to receive additional support.

Depending on the customer request and agreement, there are either quarterly or every other month meetings with customers to discuss any ongoing implementation projects, such as timelines progress, technical key performance indicators (KPIs) and non-KPIs agreed with customers, and business review.

The offboarding process is managed manually by internal teams depending on the type of product. The notification to offboard customers due to a specified reason can be issued by relevant internal teams to the Cloud Services team, who ensure customer access is no longer allowed to the Tungsten Automation software.

Infrastructure

To outline the topology of its network, the organization maintains a network diagram, pictured below, that illustrates the company architecture and the connections in and out of the environment. The diagram identifies constituent network, compute, storage, identity and access management, cryptographic key management, and security/performance monitoring resources. Resources are deployed with application-specific Microsoft Azure virtual network (Vnet) subnets whose ingress and egress traffic is governed by specific network security groups (NSGs). Additionally, a Microsoft Azure virtual private network (VPN) Gateway mediates encrypted data transmission across the Public Cloud perimeter.



Software

Tungsten Automation maintains a list of approved paid and open-source software in use, and the list includes the purpose of the software.

People

Tungsten Automation is privately held and owned by private equity companies Clearlake Capital Group, L.P., and Tungsten Automation Associates. A Board of Managers has been established that provides oversight for the company. The board is responsible for overseeing important matters, such as the audit committee, and the Chief Executive Officer (CEO) is responsible for the day-to-day operations and execution of the company.

Tungsten Automation's Governance, Risk, and Compliance (GRC) framework is supported by employees across all levels, including operational staff, managers, and leadership. These individuals contribute to the implementation of governance structures and ensure alignment with business objectives. The Cloud Services organization operates under an Information Security Management System (ISMS), which serves as the foundation for all policies and standard operating procedures. These documents guide daily operations and support consistency, security, and regulatory compliance.

Data

Per the Data Classification Policy, data is classified in terms of confidentiality, integrity, and availability (CIA) criteria, each on an ascending scale from one to four. The overall classification level is based on the highest criterion value, and assets assume the highest classification level of information which with they interact. The greater the overall classification, the greater the criticality of data and associated assets.

Secure encryption practices are used to ensure that data in transit is protected. The organization requires all Tungsten Automation websites to use Transport Layer Security (TLS) 1.2 with a minimum of 2048 public key crypto and extended validation certificates. For Public Cloud application URLs, strong TLS 1.2 and 1.3 cipher suites are enabled. Virtual machine (VM) disks use server-side encryption and customer-managed keys, databases are encrypted with a server-level encryption key, and storage accounts are encrypted and use Microsoft-managed keys.

The organization has a process in place to securely manage encryption keys. Encryption keys for Microsoft Azure virtual machines, databases, and storage volumes are originated as server-side and fully managed by Azure. Due to the short-term retention for customer data within the Public Cloud applications, the organization uses default Microsoft encryption, and keys are changed every three months.

Secure deletion and disposal of restricted data must use NIST-approved sanitation methods. The Data Classification, Labeling and Handling Policy governs destruction methods, and the data to be removed must be clearly identified using labeling, metadata, or manual notation. The data removal process is run weekly, and the deletion script permanently removes records from all primary tables without backup or soft-delete.

Processes and Procedures

Management has developed and communicated procedures to guide the provision of the organization's services. Changes to procedures are performed annually and authorized by management. These procedures cover the following key security life cycle areas:

- Data classification
- Categorization of information
- Assessment of the business impact resulting from proposed security approaches
- Selection, documentation, and implementation of security controls
- Performance of annual management self-assessments to assess security controls
- Authorization, changes to, and termination of information system access
- Monitoring security controls
- Management of access and roles
- Maintenance and support of the security system and necessary backup and offline storage
- Incident response

- Maintenance of restricted access to system configurations, user functionality, master passwords, powerful utilities, and security devices

Section B: Principal Service Commitments and System Requirements

Regulatory Commitments

Regulatory compliance at Tungsten Automation is managed collaboratively between the Legal team and the Data Protection Office (DPO), with direct involvement in customer contract processes to ensure all applicable legal and jurisdictional requirements are addressed. The organization maintains a centralized system for tracking global privacy regulations such as General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), Health Insurance Portability and Accountability Act (HIPAA), and other region-specific laws, supported by a trust page that outlines relevant certifications and frameworks. Updates on new or evolving regulations are communicated through established reporting lines, and when new laws are introduced, impact assessments are conducted to ensure compliance. All statutory, regulatory, and contractual obligations, along with the organization's approach to meeting them, are documented, reviewed regularly, and kept current.

Tungsten Automation maintains a Compliance Policy and a table of laws that outline how the organization upholds regulatory commitments. The Compliance Policy includes the specific roles and responsibilities for personnel involved in upholding regulatory, legislative, and contractual requirements.

Contractual Commitments

Tungsten Automation establishes contracts with its clients to define the description of services. Though details of the contracts vary based on the product being provided, all contracts include a scope of responsibilities for Tungsten Automation and for the client as well as a description of services the product provides. Tungsten Automation uses a data protection addendum (DPA) in addition to the contract, which outlines security and operational controls with which Tungsten Automation must comply. Each Private Cloud customer can stipulate their own retention period, and the system has been designed to take this into account. The Cloud Services team is involved in reviewing and discussing the clauses related to security and technical controls in the DPA, and they collaborate with business and service owners to understand customer expectations. During the customer contract and agreement process, both Legal and DPO ensure all relevant laws or regulations requirement, depending on the customer country or jurisdiction, are clearly stipulated in the contract. The Legal department ensures that contracts are legally binding and comply with the customer's country-specific data protection requirements, with the assistance of the DPO.

System Design

Tungsten Automation designs its AP Essentials, SignDoc Cloud, Printix, TotalAgility Cloud platforms, and Ephesoft's Transact Cloud, Tungsten e-invoice Connect (TEC), RPA solutions, and Power PDF (PPDF) product system to meet its regulatory and contractual commitments. These commitments are based on the services that Tungsten Automation provides to its clients, the laws and regulations that govern the

provision of those services, and the financial, operational, and compliance requirements that Tungsten Automation has established for its services. Tungsten Automation establishes operational requirements in its system design that support the achievement of its regulatory and contractual commitments. These requirements are communicated in Tungsten Automation's system policies and procedures, system design documentation, and contracts with clients.