

Security posture summary



OPEN



ORDER



ACCESS



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Platform overview

Aksys is a secure, cloud-based platform designed to support hospital pharmacies with pharmaceutical procurement for non-PBS reimbursed medicines. The system is hosted on Microsoft Azure using modern, scalable infrastructure.

It is purpose-built to streamline ordering, fulfillment tracking, and reconciliation for hospital teams, with a strong focus on data protection, security, and audit readiness.

Authentication & access control

- Identity provider: Authenticated via [Kinde](#) (OAuth 2.0 with email + password.)
- Access management: Role-based access control (RBAC) restricts actions based on user roles.
- Session security: JSON Web Tokens (JWT) are used for secure session handling.
- Access levels: Access is scoped to user role and site, ensuring users only access permitted records.
- Elevated permissions: Designated users at each site can be granted the ability to enable or disable other users.

Data security & privacy

- Encryption in transit: All data is transmitted via HTTPS with TLS 1.2+.
- Encryption at rest: AES-256 encryption for all stored data (database and file storage).
- Secrets & credentials: All secrets and credentials are securely stored within environment variables on the Azure API App Service. Access is tightly controlled and limited to authorised personnel with elevated permissions within the Azure portal.
- Data residency: All data is stored in Microsoft Azure, Sydney, Australia region.
- Data retention: Key data retained for a minimum of seven years per Akesa quality and compliance standards.
- No public access: APIs and storage containers are private; no exposure to anonymous endpoints.

Hosting & infrastructure

- Hosting environment: Microsoft Azure – App Service (API), Static Web Apps (Frontend), PostgreSQL (Database), Blob Storage (Files), Redis (Cache.)
- Scalability: Serverless architecture with autoscaling backend based on usage to ensure performance during peak demand.
- Patching & maintenance: Underlying Azure infrastructure components are fully managed and patched by Microsoft. The Aksys engineering team maintains responsibility for patching application-level dependencies and regularly reviews updates to ensure security and performance.
- Firewall controls: Network access to the PostgreSQL database is restricted via Azure firewall rules, which allow only specified IP addresses or Azure services to connect. This ensures that only authorised systems and personnel can access sensitive data at the database level.

Monitoring & incident management

- Monitoring tools: Application Insights and Azure Monitor are used for continuous telemetry collection and observability across API, database, and front-end components.
- Error tracking: Backend and API errors are logged with contextual information for traceability and debugging.
- Incident escalation: Tiered escalation processes are in place, integrating engineering and support teams for rapid triage and resolution.
- Alerting: Akesa leverages Azure's anomaly detection to proactively monitor the health of Aksys services. This includes identifying unusual spikes in failed HTTP requests or degraded performance. Alerts are automatically triggered and routed to our engineering team via integrated notification channels, enabling rapid investigation and minimising downtime.
- Backup & recovery: Automated daily backups are retained for seven days, with recovery processes tested regularly in a controlled non-production environment.

Audit logging

- Audit scope: User logins, order placement, order updates, bulk product imports, and price changes are logged with time date stamps and user IDs.
- Log storage: All logs are stored securely in Azure; access restricted to authorised system administrators.
- Retention: Logs retained according to compliance and operational requirements (180 days.)
- User attribution: All logs are tagged with user ID and timestamp for full traceability.

Compliance & regulatory alignment

- Compliance support: Designed to align with good IT practice for healthcare procurement systems.
- Validation friendly: All core system behaviours (auth, change logging, data controls) are traceable and testable.
- Planned enhancements: ISO27001 Certification targeted before end of 2025.

Change management

- Deployment controls: All code changes are version-controlled and reviewed via pull requests before deployment to production.
- Release management: Releases follow a defined change control process, including QA testing and approval checkpoints.
- Environment separation: Development, staging, and production environments are fully separated to avoid cross-contamination and maintain test integrity.

Support & escalation

The Aksys support team provides a single point of contact for all platform-related enquiries. This includes system access, troubleshooting, and technical issues. All support requests are triaged and managed according to issue severity, with escalation processes in place to ensure prompt resolution of critical incidents.

Live documentation

General system support
Urgent system support
Urgent order support
Hours of operation

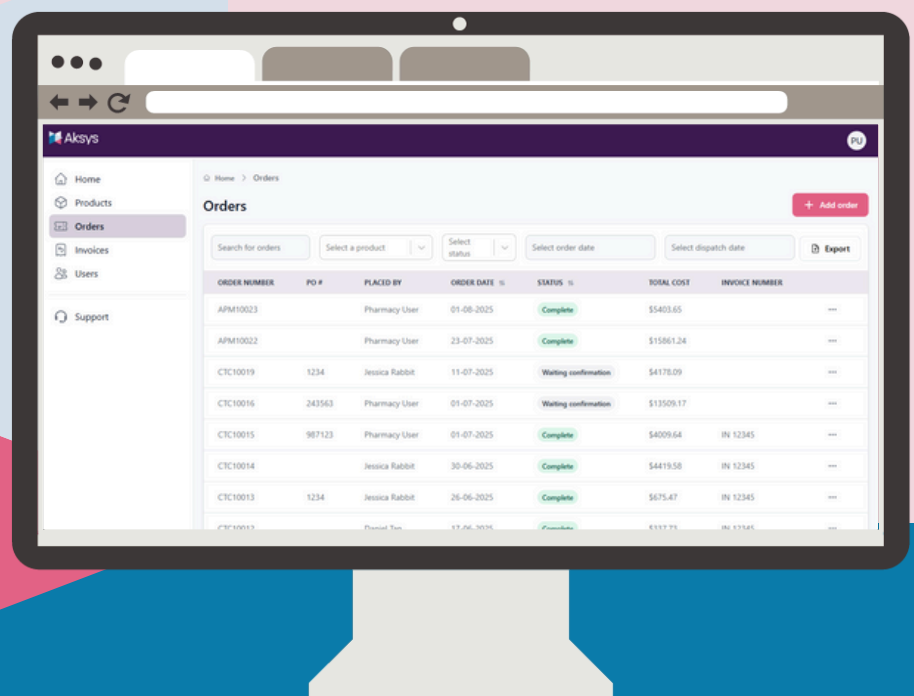
aksys@akesagroup.com
(+61) 3 7064 9628
(+61) 3 9088 6221
Monday – Friday, 8:30am–5:30pm

All support activity is monitored and tracked to ensure visibility and follow-up. Platform updates and known issues are communicated proactively when applicable.

Live documentation

Live Knowledge Base can be found [here](#) including access to our Terms Of Supply, Terms Of System Use and Privacy Policy.

System security & compliance contact: SOC@akesagroup.com



Akesa is a trusted partner in clinical trial supply and pharmaceutical services across the Asia-Pacific region. Since 2014, we have supported biopharmaceutical companies, research organisations and healthcare providers with seamless access to medicines through our integrated capabilities:

Clinical trial supply (CTS): End-to-end sourcing, logistics and management of comparator and standard-of-care medicines to ensure clinical trials run on time and on budget.

Clincor: Our on-demand digital platform for trial sponsors, CROs and hospital pharmacies, enabling faster and more transparent sourcing of medicines directly from trusted wholesalers and manufacturers.

Access pathways: Through innovative solutions such as Aksys, Akesa is expanding access to registered medicines outside the PBS, supporting healthcare providers and patients with affordable, reliable supply.

With a commitment to quality, compliance and innovation, Akesa is helping shape the future of clinical research and patient access across the region.

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