TRINT TECHNICAL SOLUTION GUIDE

Learn how easily and securely Trint can integrate into your organization

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CONTENTS

INTRODUCTION

When organizations look to integrate Trint into their technology stack, they typically share a common set of requirements around:

- **A seamless, hassle-free deployment**

- **Simplicity of integration with (and streamlining) their existing technology stack**

- **Security and control over sensitive information flows**

- **Resilience and continuity**

- **Clarity of customer support processes**

This guide gives you complete visibility into Trint's architecture and helps answer any questions you may have about the areas above. It highlights the ease of implementation, administration and usage, as well as our security frameworks and support processes.

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1.
SEAMLESS DEPLOYMENT

Having to deal with a complex installation can have a negative impact on your team's limited bandwidth. That's why we've worked hard to keep a Trint deployment simple, based around these four areas:
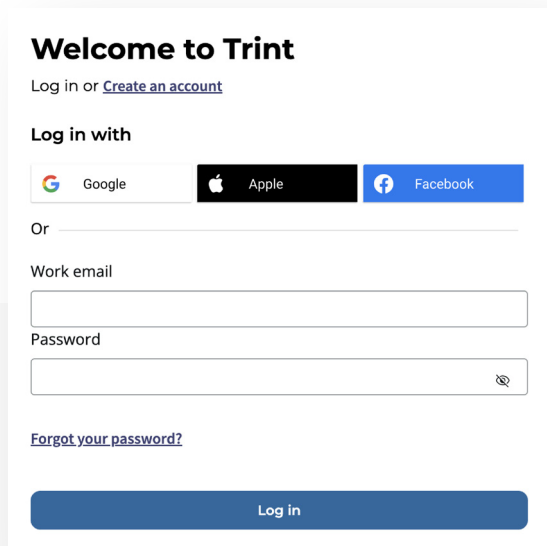
Cloud-based solution

Trint is a cloud-based SaaS solution that deploys painlessly. There is no on-premise option as our customers prefer to minimize costs and maintenance efforts while safeguarding data security.

Setup + installation

Getting started with Trint is easy, and we're with you to make sure your organization starts seeing value immediately.

Most enterprise customers already have a Trint account in place from their free trial period, which makes the process even more seamless. Regardless, a single kick-off call with your dedicated Customer Success partner is all you need to get up and running. During that call, we'll cover success metrics for the duration of our partnership, key points of contact, and we'll invite all users to the platform to discuss their introductory training.

Depending on your organization's security posture, you may also need to allow-list approximately ten domains in order to run Trint.

Welcome to Trint

Log in or Create an account

Log in with

| G Google | Apple | f Facebook |

Or

Work email

Password

Forgot your password?

Log in

Single Sign-On

Trint supports a SAML-based Single Sign-On (SSO) integration that's compatible with all major identity providers such as Active Directory, Azure AD and Okta. This means you can provision users to authenticate easily using your organization's own identity provider. Your dedicated Trint Customer Success partner will work very closely with you to make it a seamless process.

System for Cross-Domain Identity Management (SCIM)

Trint's SCIM API connects directly to your user management system, meaning your dedicated administrator can quickly and easily provision and de-provision user access in one place. This not only reduces the administrative workload but also offers peace of mind regarding data security – for example, by instantly offboarding users if they leave the organization.

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2.
SIMPLICITY OF TECHNICAL INTEGRATION

Unpicking your existing technology stack to accommodate a new software can be an unnecessary burden. With Trint, not only is there no installation process, it's also simple to use and built to fit logically within your tech stack. So your technical teams have less to worry about while users work smarter and faster – and rarely burden IT operations with support tickets and queries.
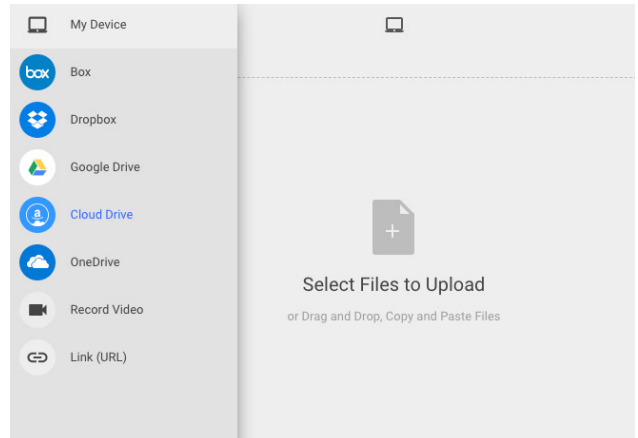
App integrations

We have technical integrations in place with the following content and collaboration tools:

Box

Dropbox

Google Drive

OneDrive

Zoom

This makes it quick and easy for users to find and upload files they wish to transcribe in Trint.

Trint API

Our RESTful API comes ready out-of-the-box and enables your organization to automatically connect Trint to your existing internal tools, such as a Content Management System (CMS). This means that, rather than the hassle of constantly switching between softwares to work on projects, users can access their Trint files in the apps they work with most. Our enterprise customers regularly report efficiency gains and faster workflows as a result, as well as happier users.

We already have ready-made guides, an **online developer hub** and reference documentation to help your developers seamlessly integrate Trint into your existing technology stack. Nevertheless, we get that every API project is different in scope and scale so we'll work closely with your technical teams to design and support the integration.

Export functionality

Trint is built to export transcriptions and rough cuts of content into the specific formats that users need for final editing before publishing.

For example, users can export into .xml and .edl formats for a hassle-free transition to the likes of Adobe Premiere Pro, Avid Media Composer, and Final Cut Pro. Trint also allows users to batch export multiple files into a zip folder in these additional formats:

1. Text

2. Subtitling

3. Audio

4. Media player

This extensive set of export options gives our customers total flexibility and peace of mind that they're never locked into Trint. If Trint no longer sits within your technology stack in the future, users can simply export and work on their files elsewhere – so there's no loss of productivity.

By having the ability to export their data at any time, you can always have peace of mind that users are in control of their information.

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3.
DATA SECURITY & CONTROL

Data security is paramount, and we do everything to keep your sensitive information safe. You can review our comprehensive Security Buyer's Guide for all the details. However, here's an overview of the protocols we have in place to make sure that your data never falls into the wrong hands:

ISO 27001 certification

Trint is ISO 27001 certified and our certificate is available on request. An annual external audit, as well as regular and rigorous internal checks, preserve our status.

No one sees your data but you

Trint never listens to your recordings. Unlike other transcription solutions that use their customers' data to train their algorithms, Trint uses externally-trained algorithms to continuously improve the accuracy of our transcription software.

In addition, while other transcription services employ third party contractors to transcribe recordings, Trint will never share your data with other humans to transcribe your files.

No one sees your data but you, meaning you significantly reduce the risk of sensitive information getting into the wrong hands.

Data storage

Unlike many other transcription solutions, Trint offers customers a choice of location to store their data. We use AWS for all infrastructure and data storage, with tenants in the following locations:

🇪🇺 **EU (Dublin)**

🇺🇸 **USA (West Virginia)**

Your files and content never leave your chosen location. That way, you can rest assured that your organization remains compliant with regional data privacy legislations and avoids transferring content to countries with inadequate security and privacy controls.

Data encryption and storage

All data within Trint is encrypted in transit using TLS 1.2 or later and at rest with AES 256-bit encryption.

Trint services run inside Amazon AWS, with Trint customer content stored in encrypted and versioned AWS S3 buckets.

USER →	**1.0** Transcibe File →	**T1** → Trint S3: Uploaded file
		D1 → Trint S3: Transcoded file
		D2 → Trint S3: Transcript
		D1 → Trint DB: Transcript metadata

1.0 ← Where in the order of the flow the process occurs

Location: Process ← The location and detail of the process that occurs

The identifier of the data. T=Transient, → **T1** Trint S3: Uploaded file ← The location and detail of the data

Data retention and destruction

Trint is fully GDPR compliant. By default, we store user data (defined as any media uploaded to the platform) for the lifetime of the subscription.

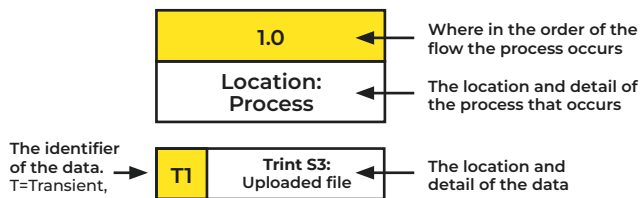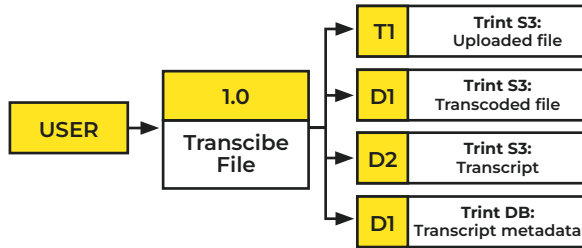However, secure deletion can be arranged in two ways:

- **At contract termination; or**

- **Once per month upon request**

After removal, database backups may retain content metadata (filename, excerpt, media type, duration, file size) for up to a year. Trint can check the database and S3 for the files that were removed and validate that they are missing. We can also search the secure deletion log with the status of each file that has been queued for deletion.
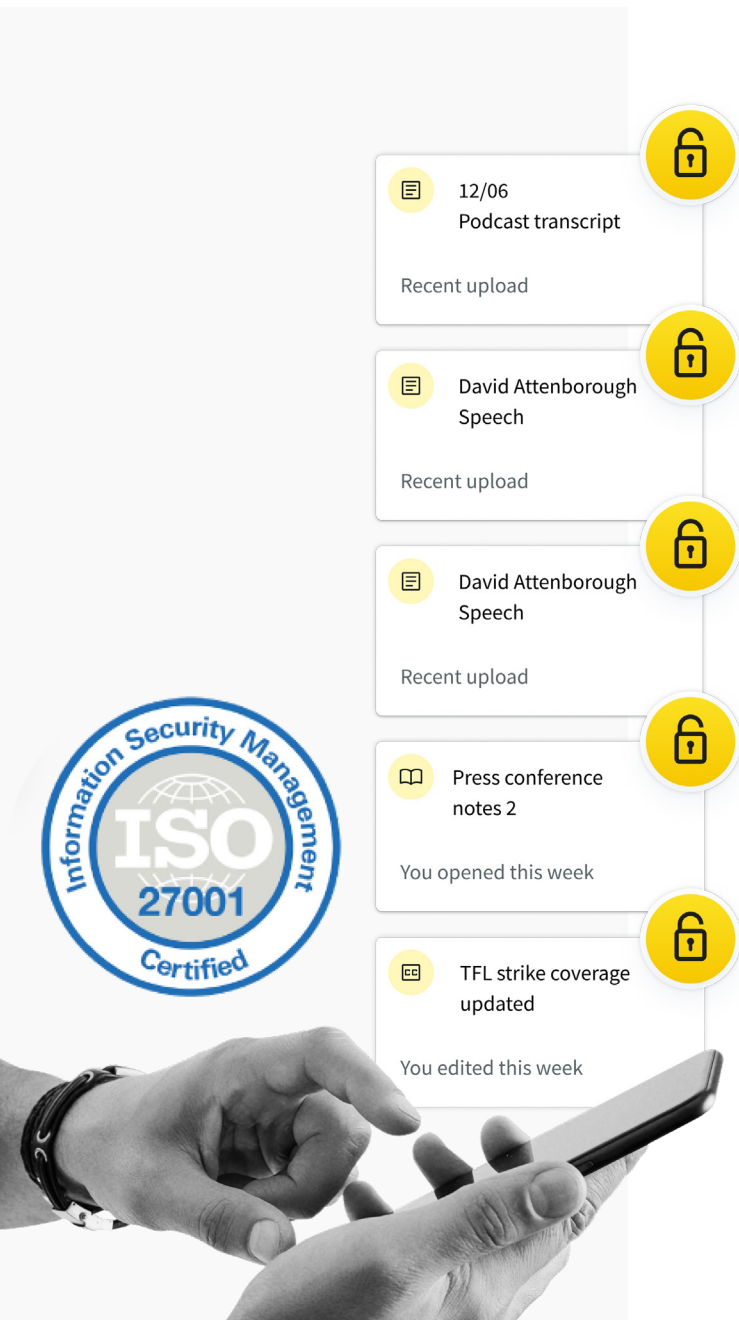
Granular user permissions and controls

Through our SAML-based SSO integration and in-app configurations, administrators can set specific roles and permissions for users in order to control access to content and capabilities

Similarly, when sharing content with colleagues, users can set access permissions e.g. read only to avoid sensitive data falling into the wrong hands.

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4.
RESILIENCE
& CONTINUITY

12/06 Podcast transcript		🔓
Recent upload		

David Attenborough Speech
Recent upload

David Attenborough Speech
Recent upload

Press conference notes 2
You opened this week

TFL strike coverage updated
You edited this week

Trint's cloud technology is scalable to meet demand. The world's most prominent brands in media trust Trint because we have put in place numerous measures to safeguard service levels, even in the event of an unforeseen incident.

Engineering health

Trint uses the DevOps Research and Assessment (DORA) metrics to measure our software engineering performance, with our development team currently performing at an Elite level. According to benchmark data from Google's **2022 State of DevOps Report**, we sit in the top 3% of organizations that took part in the study.

We are currently releasing on average 5.5 deployments and updates every day, which makes it faster and easier to resolve issues when they arise.

In addition, we operate with a change failure rate of less than 3%. Customers can subscribe to our status page to track progress on resolution of outages and issues.

Disaster recovery and continuity

Trint maintains a business continuity and disaster recovery plan. Numerous measures are in place to minimize disruption caused by an unforeseen incident, in turn mitigating the impact on our customers' productivity:

1. Serverless technology

Trint runs a mostly serverless technology built over a virtual MongoDB database and AWS S3 storage, which immediately improves resilience by avoiding reliance on servers and reducing the risk of downtime. We have a Web Application Firewall (WAF) in place to detect and mitigate against DDOS attacks.

2. Infrastructure as Code

Our systems are built using Infrastructure as Code techniques. This means in the event of a disaster, our Engineers can bring up a replacement environment in a new AWS availability zone or region within a few hours. These plans are tested annually.

3. Database back-up

We run on AWS S3 so, when users work on Trint, their content is immediately backed up into three availability zones with a durability of 99.999999999%, and availability of 99.99% over a given year.

Databases also make use of continuous backup, enabling point in time recovery for one week. Daily, weekly and monthly snapshots are also taken and held for up to one year.

All data remains encrypted at rest with AES-256 bit specification.

Audits and security reviews

Trint runs frequent internal and external audits to make sure our systems are secure against attacks and emerging threats.

1. Internal audits

Our internal audit process provides twice-yearly selective audits of information security controls.

2. External audits

A thorough assessment of our vulnerability management is performed as part of our ISO 27001 certification. This is executed once a year by a renowned software security auditing company.

3. Penetration testing

Penetration testing is performed annually by an external party. The latest report (July 2023) is available under NDA (although an executive summary is available on request without the need for an NDA).

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5.
CONTINUOUS SUPPORT & TRAINING

Administrative resources are often tight, so the extra burden of managing user support can be an additional drain on finite bandwidth.

Not only does Trint's simple deployment and integration help reduce your workload, but our ongoing training and support significantly reduces the operational effort for your team.

Onboarding and training

On becoming an enterprise customer, your dedicated Customer Success partner hosts an onboarding call with you where we: outline the first 90 days of our partnership, agree what success looks like for the duration of our collaboration, and invite all users onto the platform.

In addition, your Customer Success partner will provide introductory training on the platform, meaning administrators and users alike are ready to get started without delay. Then, throughout the first 90 days, we'll monitor usage and continuously gather feedback so that we can tailor ways for users to fully exploit the platform's potential without hassle.

Dedicated customer support

When users have support queries, they can come directly to us via chatbot or email. Our dedicated Support team shifts the burden of handling user tickets away from your IT and technical teams, shouldering much of that responsibility to give your teams back some critical bandwidth:

1. Priority support for enterprise customers

As an enterprise customer, your users' support queries take precedence over other license holders, meaning we will resolve your issues faster and minimize disruption to users' workflows.

Daily tutorial

Highlight key moments in your transcript

Start tutorial   →
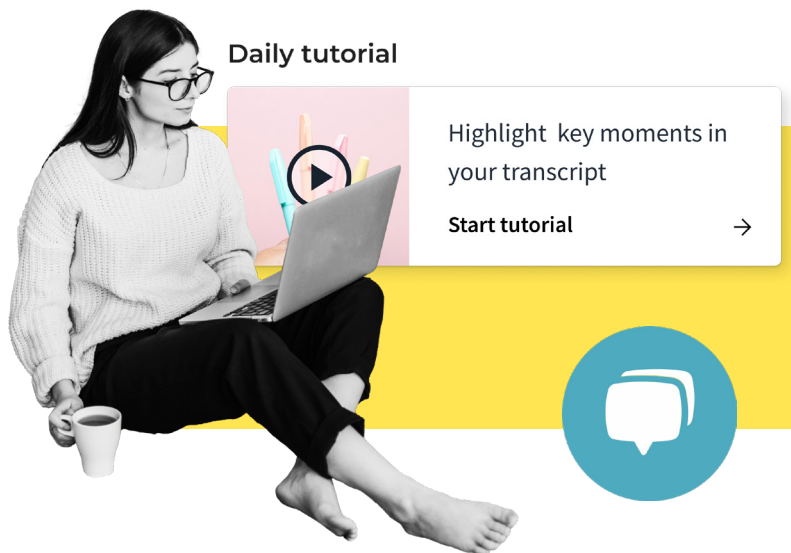
2. 24/7 Engineering support + status updates

Our team of dedicated Engineers are continually monitoring the Trint platform for health and security-related incidents on a 24/7 basis, with automated alarms in place to alert them to any issues that need fixing.

In addition, we don't hide anything from you. Customers have full visibility into the resolution of issues via our online status page. As an enterprise customer, you can even subscribe to automated emails to alert you to any disturbance in the service.

3. Trint Help Center

As well as leaning on our dedicated Support team, users can access our **online Help Center** to find answers to the queries they have, again without adding undue pressure on your administrator or technical team.

4. Customer Success partners

As an enterprise customer, one of Trint's Customer Success partners works with you personally to make sure your organization gets the most ROI out of the platform. During the length of our agreement, they'll be with you every step of the way to:

- **Make onboarding seamless for your organization**

- **Facilitate support and resolve queries faster**

- **Embed Trint into user workflows**

- **Provide tailored training and guidance based on your feedback**

- **Offer quarterly reviews with details on usage**

5. Easily accessible support content

Trint's easy-to-access content library helps users to resolve their queries faster without squeezing the bandwidth of IT and technical staff, and then exploit the full potential of our platform. Users have ungated access to:

- **How-to videos: providing succinct visuals of how to use the platform**

- **Support blogs: concisely explaining how to use specific features**

- **In-app tips: offering in the moment guidance to users within the interface so they can get the most out of Trint**
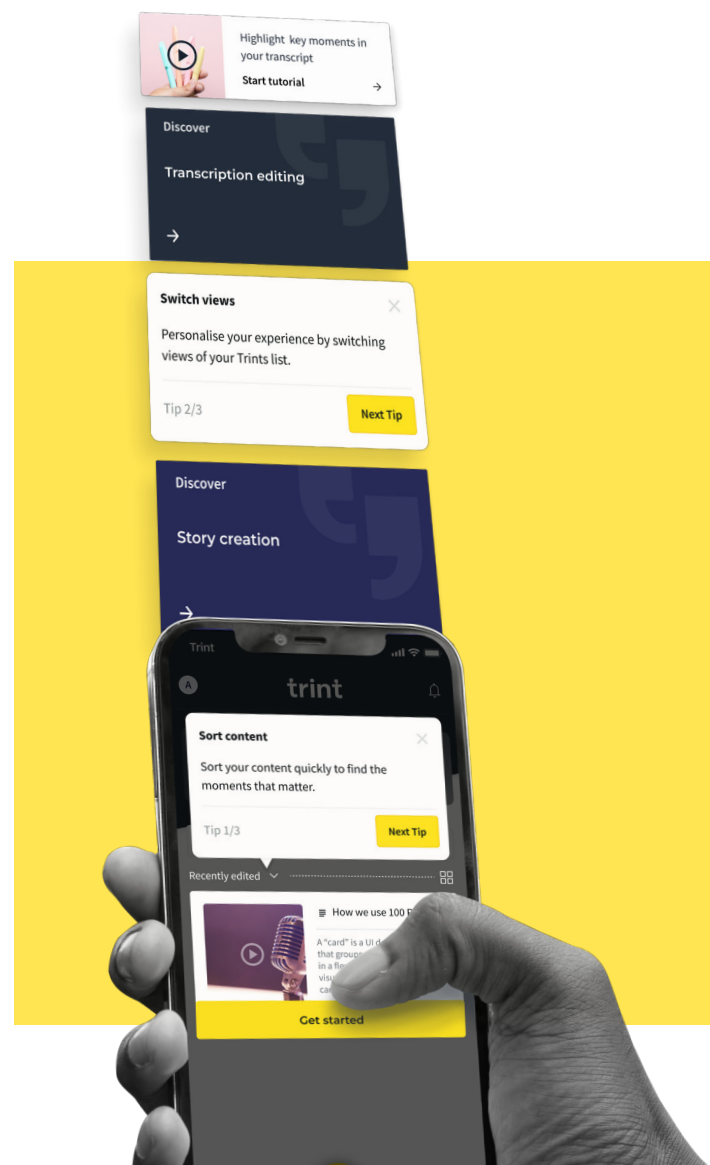
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If you have any questions
regarding this guide, please
contact your Trint representative
or email us at **info@trint.com**.