



Understanding RealTeam™ Security

RealTeam gives Reporters, Scopists and Proofreaders the ability to simultaneously edit a file during a realtime proceeding and after. All edits are shared among the team, and immediately sent to the CaseViewNet-connected attorneys. No matter their physical location. A great deal of thought and careful implementation went into designing a secure system for the sharing of information among the reporting, scoping, and proofreading team.

RealTeam Encryption:

The encryption is 256-bit AES over TLS.

This encryption method is one of the most secure encryption methods. It is used in most modern encryption algorithms, protocols and technologies including AES and SSL.¹

RealTeam Server(s) Location:

RealTeam uses Amazon S3 servers located in the Eastern US Region. RealTeam uses a Login Server and may use a Relay Server. The encryption for those servers is 256-bit AES over TLS. Transcript text/data is never saved to any server used by RealTeam.

RealTeam Login Server:

The RealTeam Login Server, as the name implies, is used for the RealTeam Login process. When a user tries to become “RealTeam Ready” the server logs them in to RealTeam. When a user opens their RealTeam address book and is looking to see if team members are available, the server looks to see if the team members in their address book are RealTeam ready. When a user invites a team member to a RealTeam session, the server sends the invitation to join the RealTeam session to the team member. The Login Server also handles which connection type happens when a team member accepts an invitation to join a RealTeam session.

RealTeam Relay Server Connection:

If a direct connection is not possible, there is a Relay Server that will, as the name implies, relay data between the RealTeam session host and the RealTeam session team member. The Relay Server only communicates the changes being made to the transcript. There is no transcript data saved to the server.

Direct Connection (No Server):

The connection between the host of the RealTeam session and the other team members is a direct connection for most RealTeam sessions. This means after the RealTeam Login Server has made a connection between host and team member there is no server involved anymore. All communication happens directly between the RealTeam Session host and the RealTeam Session team members.

¹ Source technopedia.com

