

Recommended system requirements

Windows 7 / 10
Internet Explorer 11 or Edge
Chrome 42+
macOS 10.6+
Android OS 4.4+
iOS OS 8+



What is Cla-Val's data retention policy and limitations?

There are no limitations to the amount of data we will store for you. As long as you are an active customer, we will store your data for as long as you need it.

Is Link2Valves dedicated or multi-tenant? How is data separation ensured between customers?

Cla-Val is a multi-tenant service. Our customer data cannot overlap or be seen by other customers or entities.

Who owns the data that is input into Link2Valves?

The data entered is owned by our customers. For more details, please contact a Cla-Val representative.

What encryption method is used, if any, during data transmission? While stored on servers?

All data in transit to and from our application is transmitted securely using a modern cipher suite, SSL, & TLS 1.2 or greater. By default we do not employ data encryption at rest.

Does Cla-Val have a data backup strategy?

We have a multi-tier backup strategy that includes storing daily full backups in off-site locations. All data is transported and stored under encryption.

Does Cla-Val have a disaster recovery plan?

Yes. Full server backups are taken daily. In the event of a disaster, our servers will quickly be replicated in replacement machines, ensuring minimum data loss and downtime.

Does Cla-Val have any bandwidth or space limitations?

In general, there are no bandwidth or space limitations unless an action is taken that affects the rest of our customers negatively. For more details, please contact a Cla-Val representative.

How is my account protected from unauthorized access?

Link2Valves is protected from brute force attacks by tying every access to a reCaptcha validation that bots cannot solve. Furthermore, the "two-factor authentication" option is available to all users. Enabling this option makes password theft ineffective, since every login attempt will be protected by an additional code that is sent to an SMS number or e-mail address of your choosing.

Is there regular penetration testing?

We perform penetration tests regularly.

How are changes and patches managed?

We employ multiple lower environments for testing. A continuous deployment/testing strategy is used to validate application code changes, as well as operating system, related patches, and updates. These are fully functional and won't impact end users before they are deployed to production systems.

What integrations are possible and is there an API for outside developers?

We have substantial integration capabilities with external systems.

Are Link2Valves' servers hosted on a cloud service such as Amazon AWS or Microsoft Azure?

No. Link2Valves servers are entirely hosted in Cla-Val's premises in Switzerland.

Is it possible to add or remove fields?

Yes. We can add or remove custom fields depending on your needs.

What software is required to use Link2Valves?

A modern web browser.

Are all transactions posted in real-time or do some require batch processing?

In general, most transactions in our system are real-time. When large batch functions are performed, these are processed in a background work queue to ensure the application responds quickly to the end-user while the heavy-lifting is performed in the background.

Is there a roadmap or list of future software enhancements?

New software functionality is regularly developed and made available to users. In addition, bugs and issues are constantly being monitored. When detected, a bugfix patch is quickly applied.

Still have questions?

Please contact us at info@cla-val.com

