

VENDOR DUE DILIGENCE QUESTIONNAIRE

Assessment Reference: VDD-2025-001 **Vendor Name:** NordCloud Systems AG **Assessment Date:** January 10, 2025 **Assessor:** EuroFinance Bank AG - Third Party Risk Management

SECTION 1: COMPANY INFORMATION

1.1 Legal Entity Details

Field	Value
Legal Name	NordCloud Systems AG
Trading Names	NordCloud, CT Solutions
Legal Entity Identifier (LEI)	529900NORDCLD1234512
Registration Number	HRB 123456
Registration Country	Germany
Legal Form	GmbH (Limited Liability Company)
Date of Incorporation	March 15, 2010
Registered Address	Friedrichstrasse 123, 10117 Berlin, Germany
Headquarters Address	Friedrichstrasse 123, 10117 Berlin, Germany
Website	www.nordcloud.de

1.2 Corporate Structure

Field	Value
Ultimate Parent Company	NordCloud Holdings Ltd
Parent LEI	549300EXAMPLE123456
Parent Country	United Kingdom
Ownership Structure	100% owned by NordCloud Holdings Ltd
Group Structure	Parent → NordCloud Systems AG → 2 subsidiaries

1.3 Contact Information

Role	Name	Email	Phone
CEO	Dr. Hans Mueller	h.mueller@nordcloud.de	+49 30 1234 5600
CTO	Thomas Weber	t.weber@nordcloud.de	+49 30 1234 5601
CISO	Michael Schmidt	m.schmidt@nordcloud.de	+49 30 1234 5602
DPO	Anna Schneider	dpo@nordcloud.de	+49 30 1234 5603
Account Manager	Lisa Fischer	l.fischer@nordcloud.de	+49 30 1234 5604
Support Lead	Jan Becker	support@nordcloud.de	+49 30 1234 5605

SECTION 2: FINANCIAL STANDING

2.1 Financial Overview

Metric	FY 2024	FY 2023	FY 2022
Revenue (EUR M)	125.4	98.2	76.5
EBITDA (EUR M)	28.7	21.3	15.8
Net Income (EUR M)	18.2	13.5	9.8
Total Assets (EUR M)	245.6	198.4	156.2
Total Liabilities (EUR M)	87.3	72.1	58.4
Employees	420	380	320

2.2 Financial Health Indicators

Indicator	Value	Assessment
Current Ratio	2.1	Healthy
Debt-to-Equity	0.55	Acceptable
Quick Ratio	1.8	Healthy
Revenue Growth	27.7%	Strong
Customer Retention	94%	Excellent

2.3 Credit Rating

Agency	Rating	Outlook	Date
Creditreform	1.7 (Very Good)	Stable	December 2024
D&B	Low Risk	Stable	November 2024

SECTION 3: SERVICES PROVIDED

3.1 Service Catalog

Service ID	Service Name	Type	Description
SVC-001	CloudCore IaaS	Infrastructure	Virtual server and storage hosting
SVC-002	BankingCloud SaaS	Application	Core banking platform
SVC-003	DataVault	Data Services	Database hosting and management
SVC-004	SecureOps	Security	Managed SOC services
SVC-005	DisasterShield	BCM	Disaster recovery services

3.2 Service Locations

Service	Primary Location	Secondary Location	DR Site
CloudCore IaaS	Frankfurt, DE	Amsterdam, NL	Dublin, IE
BankingCloud SaaS	Frankfurt, DE	Amsterdam, NL	Dublin, IE
DataVault	Frankfurt, DE	Berlin, DE	Amsterdam, NL
SecureOps	Berlin, DE	Frankfurt, DE	N/A
DisasterShield	Amsterdam, NL	Dublin, IE	N/A

3.3 Support Model

Tier	Description	Availability	Response Time
L1	First line support	24/7/365	15 min (P1)
L2	Technical support	24/7/365	1 hour (P1)

Tier	Description	Availability	Response Time
L3	Engineering	Business hours	4 hours (P1)
TAM	Dedicated account mgmt	Business hours	1 hour

SECTION 4: SECURITY POSTURE

4.1 Certifications

Certification	Scope	Valid Until	Auditor
ISO 27001:2022	Full operations	December 2026	TUV Rheinland
ISO 22301:2019	BCM	June 2026	TUV Rheinland
SOC 2 Type II	Cloud services	March 2025	Deloitte
SOC 1 Type II	Financial systems	March 2025	Deloitte
PCI DSS v4.0	Payment processing	June 2025	QSA Certified
C5 (BSI)	Cloud services	September 2025	BSI
ISAE 3402	Service organization	December 2025	KPMG

4.2 Security Controls

Control Area	Implementation	Maturity
Access Management	RBAC + MFA mandatory	High
Encryption	AES-256 at rest, TLS 1.3 in transit	High
Network Security	Next-gen firewalls, IDS/IPS, WAF	High
Endpoint Security	EDR on all endpoints	High
SIEM/SOC	24/7 monitoring, Splunk + custom	High
Vulnerability Management	Weekly scans, monthly pentests	High
Patch Management	Critical: 24h, High: 7d, Med: 30d	High

4.3 Security Incidents (Last 24 Months)

Date	Type	Severity	Impact	Resolution
None reported	-	-	-	-

SECTION 5: BUSINESS CONTINUITY

5.1 BC/DR Capabilities

Metric	Target	Actual	Last Test
RTO	4 hours	3.2 hours	November 2024
RPO	1 hour	45 minutes	November 2024
MTPD	24 hours	24 hours	Designed

5.2 DR Infrastructure

Component	Primary	Secondary	Tertiary
Data Center	Frankfurt	Amsterdam	Dublin
Replication	Synchronous	Async (15 min)	Async (1 hour)
Failover Type	Automatic	Automatic	Manual

5.3 BC Testing History

Test Type	Date	Result	Next Scheduled
Full Failover	November 2024	Pass	November 2025
Partial Failover	August 2024	Pass	February 2025
Backup Restore	December 2024	Pass	January 2025
Tabletop Exercise	October 2024	Pass	April 2025

SECTION 6: SUBCONTRACTORS

6.1 Critical Subcontractors

Rank	Name	LEI	Services	Country	% of Service
1	DataCenter Europe BV	549300DCENTER12345	Colocation	Netherlands	30%
2	SecureNet AG	549300SECNET67890	Network security	Germany	15%
3	BackupSafe GmbH	549300BACKUP11111	Backup services	Germany	10%
4	CoolingSystems Ltd	549300COOLING22222	DC cooling	Germany	5%

6.2 Subcontractor Management

Control	Description
Due Diligence	Annual assessment of all subcontractors
Contracts	Back-to-back obligations in all agreements
Monitoring	Quarterly performance reviews
Audit Rights	Passthrough audit rights included
Change Notification	30 days advance notice required

SECTION 7: REGULATORY COMPLIANCE

7.1 Regulatory Status

Regulation	Compliance Status	Evidence
GDPR	Compliant	DPA signed, annual audit
DORA	Preparing	Gap assessment complete
NIS2	Compliant	Self-assessment
PSD2	Compliant	PCI DSS certification
BSI C5	Compliant	C5 attestation

7.2 Regulatory Registrations

Registration	Authority	Number	Status
BaFin IT Provider	BaFin	Not required	N/A
Data Protection	Berlin DPA	DE-BE-2010-12345	Active

SECTION 8: DATA HANDLING

8.1 Data Processing Details

Aspect	Description
Data Location	Germany (primary), Netherlands (backup), Ireland (DR)
Cross-Border Transfers	Within EEA only
Encryption Standard	AES-256
Key Management	Customer-managed keys available
Data Retention	Per contractual terms
Data Deletion	Certified destruction within 90 days

8.2 Data Classification Support

Level	Description	Available
Public	Non-sensitive data	Yes
Internal	Business data	Yes
Confidential	Sensitive business data	Yes
Restricted	Highly sensitive/regulated	Yes

SECTION 9: EXIT PROVISIONS

9.1 Exit Capabilities

Aspect	Description
Data Export Formats	JSON, CSV, XML, SQL dump
Export Timeline	Within 30 days of termination
Assistance Period	Up to 12 months available
Data Deletion	Certified within 90 days
Knowledge Transfer	Included in exit fee

9.2 Exit Cost Estimate

Item	Estimated Cost (EUR)
Data Migration Support	50,000
Knowledge Transfer	25,000
Extended Support	10,000/month
Certificate of Destruction	Included

SECTION 10: ASSESSMENT CONCLUSION

10.1 Risk Rating

Category	Rating	Score
Financial Stability	Low Risk	1.5
Security Posture	Low Risk	1.2
Operational Capability	Low Risk	1.3
Regulatory Compliance	Low Risk	1.4
Concentration Risk	Medium Risk	2.5
Overall Rating	Low Risk	1.6

10.2 Recommendations

1. **Approved** for critical services with standard monitoring
2. Annual reassessment required
3. Implement enhanced monitoring for concentration risk
4. Request DORA compliance evidence by Q2 2025

10.3 Approval

Role	Name	Decision	Date
TPRM Analyst	Peter Klein	Recommend Approval	January 10, 2025
TPRM Manager	Sandra Braun	Approved	January 12, 2025
CISO	Michael Neumann	Approved	January 13, 2025
CRO	Dr. Friedrich Lange	Approved	January 14, 2025

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