



1	PRODUCT & VENDOR
WHAT IT IS	AI-native IP Management System (IPMS) and patent execution platform for in-house patent teams — covers invention disclosure, search, prosecution, and portfolio management.
VENDOR	ArcPrime, Inc. — independently owned; founders from Meta, Fish & Richardson, Google, and NASA.
WHY WE NEED IT	Replaces fragmented IP tools and reduces outside-counsel spend; one platform for search, docketing, prosecution, and analytics.
LINKS	Site arcprime.com Trust Center trust.arcprime.com security@arcprime.com
2	DEPLOYMENT & HOSTING
MODEL	Cloud-hosted SaaS. Self-hosted open-source AI models available on request.
INFRASTRUCTURE	Cloud provider Supabase; identity Google Workspace; source control GitHub; security monitoring Vanta.
DATA LOCATION	Servers in the West Coast US.
UPTIME	99.9% standard; 99.99% SLA available for enterprise.
3	DATA HANDLING & SECURITY
DATA HELD	Confidential IP: invention disclosures, patent applications, prosecution history, and portfolio data.
ENCRYPTION	AES-256 at rest; TLS 1.3 in transit.
TENANT ISOLATION	Data segregated per tenant at the application and storage layer — does not commingle with other customers and is not used in any cross-customer model, index, or analytics product.
ACCESS	Role-based access control with fine-grained permissions; full audit logging of all user and system actions.
RETENTION	Documented retention and classification policies; customer data deleted upon leaving.
TESTING	Penetration testing performed; disaster-recovery plans established and tested.
4	CERTIFICATIONS & COMPLIANCE
CERTIFIED	SOC 2 Type 2 • ISO 27001:2022
PRIVACY	GDPR and CCPA compliant.
MONITORING	Controls continuously monitored via Vanta.
EVIDENCE	SOC 2 report, ISO certificate, and subprocessor list via trust.arcprime.com .
5	AUTHENTICATION & INTEGRATIONS
SSO	Supported via SAML 2.0 and OAuth; integrates with enterprise identity providers (e.g. Okta, Entra/Azure AD). MFA enforced through your IdP.
AI AGENT ACCESS	Optional MCP server lets external AI agents reach portfolio, disclosure, and analytics data — OAuth-secured with your existing credentials. Agents see only what your account is authorized to see, under the same permissions and audit logging.
INTEGRATIONS ENDPOINT	REST API; USPTO legal-event sync; e-billing and HR/inventor systems. Browser-based — no agent install required.
6	AI & MODEL DATA USE
MODEL	Default Microsoft Azure OpenAI (encrypted). Self-hosted open-source models on request.
TRAINING	Customer data is never used to train AI models — only publicly available data is used.
7	COMMERCIAL, SUPPORT & OFFBOARDING
PRICING	Flat / unlimited-user subscription — no per-seat fees. Confirm term and scope.
SUPPORT	Dedicated customer success manager, priority support, custom SLA options, 24/7 enterprise support.
SETUP	White-glove migration included. Small-team setup in days; enterprise go-live in 4–8 weeks.
OFFBOARDING	Data export supported; data deleted upon leaving — no proprietary-format lock-in.