Markforged

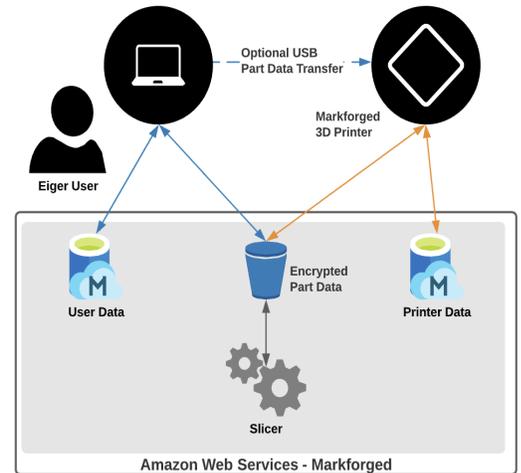# Eiger Deployment Options and Data Security

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Eiger Deployment Options

- ▶ **Eiger**

    Eiger is a cloud-powered software platform that provides users a comprehensive experience from uploading a part file through having a completed part in hand. Eiger requires an Internet connection for uploading, creating, viewing and sharing part, build and print job data. Build files are encrypted in transit and at rest and are tamper resistent. Eiger provides scalable cloud process, storage and access to the newest and most advanced features such as Blacksmith. Eiger is included with all Markforged devices.

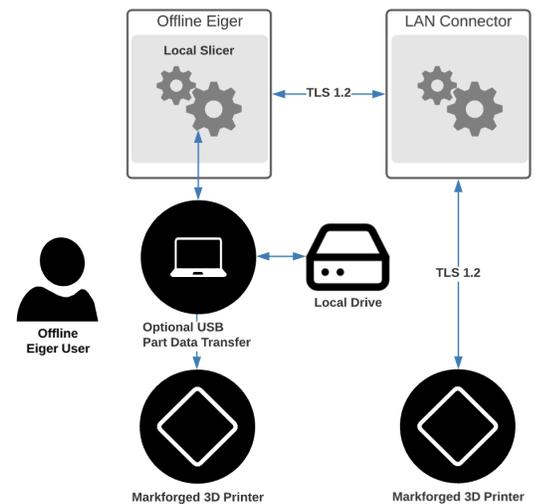   Network Diagram ·······················▶

    Note: orange lines indicate paths that exist when the printer is connected to the Internet. If the printer is not connected to the Internet, no printer data is collected, printer updates must be done manually via USB, and all print files must be manually transferred to the printer via a USB.

    Optional USB Part Data Transfer

    Markforged 3D Printer

    Eiger User

    User Data

    Encrypted Part Data

    Printer Data

    Slicer

    Amazon Web Services - Markforged

- ▶ **Offline Eiger**

    Offline Eiger is a standalone version of Eiger which requires no Internet connection. No user or part data is uploaded to the cloud and build files generated on Offline Eiger are encrypted and locked so that they only print on printers corresponding to the Offline license. Users must manually transfer print files and printer updates from their computer to licensed printers via USB. They can transfer print files over their local network if LAN Connector is installed. Offline Eiger is a paid subscription that includes quarterly updates downloadable from an Eiger account and LAN Connector.

    Network Diagram ·······················▶

    Offline Eiger

    Local Slicer

    LAN Connector

    ←TLS 1.2→

    Offline Eiger User

    Optional USB Part Data Transfer

    Local Drive

    TLS 1.2

    TLS 1.2

    Markforged 3D Printer

    Markforged 3D Printer

Markforged

Printer Modes

▸ **Online Printer**

Receives Over the Air software updates directly from the cloud. An online printer transmits printer metadata to the Markforged cloud and, when combined with Eiger, receives print files from the Markforged cloud. Markforged devices are continuously improving thanks to our ability to monitor printer metadata that is sent to the Markforged cloud. Our employees cannot access any customer part data without explicit permission from the customer. Eiger is the first and only additive manufacturing platform to earn ISO 27001 certification. This demonstrates our steadfast commitment to security and the protection of our customers' data which is at the center of every product decision we make.

▸ **Offline Printer**

Transmits no data to or from the Markforged cloud. Software updates and print files must be manually transferred to the printer via USB. Print files can be sent to printers connected to a private network via LAN Connector witih active Offline Eiger subscription.

Data Use

▸ **Data Types**

Printer Metadata

Printer metadata includes all non-part specific information about a printer's use. This information is collected so Markforged can iterate on printer improvements and provide enhanced support. To learn when printer metadata is and is not transferred to Markforged, see below on Data Transmitted Via the Printer.

Part Data

This includes any STL files and part settings (fiber layout, print orientation, etc.). To learn when Part Data is and is not transferred to Markforged, see below on Data Transmitted Via the Printer.

User Data

This includes the first names, last names, and email addresses of users within an Eiger Organization. To learn when User Data is and is not transferred to Markforged, see below on Data Transmitted Via the Printer.

▸ **Data Transmitted via Printers**

	Online Printer	Offline Printer	Eiger	Offline Eiger
Printer Metadata on Markforged Cloud	Yes	No	--	--
Part Data on Markforged Cloud	--	--	Yes	No
User Data on Markforged Cloud	--	--	Yes	No

▸ Protection of Data Transmitted via Eiger

	Eiger	Offline Eiger
Where does the data live?	**Part Data:** AWS Cloud **User Data:** AWS Cloud	**Part Data:** Local Machine **User Data:** Local Machine
Is the data available to Markforged?	**Part Data:** No, unless users choose to send parts to Markforged via Eiger **User Data:** Yes	**Part Data:** No **User Data:** No
How is the data protected?	**Part Data:** Encrypted in transit and at rest **User Data:** Encrypted in transit	**Part Data:** Customer is responsible for data security on its local machines and network. **User Data:** Customer is responsible for data security on its local machines and network.