



**MODEUS**

## **Vet S8 FAQ**

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# Introduction

This document serves as a comprehensive resource for addressing the most frequently asked questions about Vet S8. It is designed to provide clarity and guidance on key aspects of the system, including its functionality, integrations, configuration, information security and implementation process.

## Questions & Answers

### General

#### What is Vet S8?

Vet S8 is an online controlled drug register that replaces and improves on the paper-based recording of controlled drugs, specifically designed for vets. Vet S8 integrates with VPMS systems to improve efficiency and accuracy.

More information about its benefits can be found on the [Modeus website](#).

#### Is Vet S8 a web application?

Yes, Vet S8 is a web-based application and can be accessed from any modern browser.

#### What type of data is stored in Vet S8?

- Animal details (including pet name, pet owner surname and address)
- Supplier details (suppliers of controlled drugs)
- User / Employee details (name and reference)
- Controlled drug transaction history
- Medication lists

#### What is the licensing model?

Vet S8 is licensed as an annual or monthly fee on a 'per register' basis. That is, anywhere. This is usually 1 licence per clinic, however for larger clinics, or clinics with vehicles requiring registers, additional licenses are required. There are no limits on the number of users for each licence.



# Technical

## What are the minimum system requirements?

Vet S8 requires a modern web browser. The below is a list of compatible web-browsers:

- Internet Explorer 11
- Edge v40+
- Firefox v60+
- Chrome v70+
- Safari v11+

Compatibility with other modern web browsers is likely but not guaranteed.

## Do I need to configure my clinic's firewall?

Some environments use a firewall or other service that restricts internet traffic. In this case, Vet S8 may need to be white-listed.



## Device & Platform

### Can Vet S8 run on tablet devices?

Yes

### Can Vet S8 run on mobile devices?

Yes, however a desktop or tablet is recommended for the best experience

### Does Vet S8 have a mobile app?

No, however the application is built using response design methodology and will work on most mobile devices.



# Information Security

## What happens in the event of an internet outage?

In the event of an internet outage, Vet S8 users have a number of options:

1. Most commonly, facilities will still have access to wireless 3G or 4G networks, allowing them to access Vet S8 through these networks during the outage.
2. Vet S8 can be accessed directly on tablet and mobile devices using 3G or 4G
3. The facility's PCs and Laptops can 'hotspot' from Mobile devices with access to 3G or 4G networks
4. If the facility does not have access to 3G or 4G networks and the internet outage is localised, the facility can contact Modeus support for an up-to-date list of resident controlled drug stock levels. The facility can then use traditional paper registers until the internet outage is resolved.

## Does Vet S8 offer MFA or 2FA?

Multi-factor authentication (MFA) restricts access to Vet S8 to authorised devices only for a configurable period, e.g. 90 days. MFA can occur via email or SMS and requires a device which can receive these messages.

## Does Vet S8 support SSO?

SSO is not available due to the nature of the application (users still need to sign off on each transaction). However, an optional [Active Directory](#) integration is supported.

## Does Vet S8 encrypt data in transit and at rest?

Vet S8 data is encrypted in transit (TLS 1.2+) and at rest (SQL Server Transparent data encryption).

## Does Vet S8 support SSL encryption?

SSL is enabled for all communication.

## Does Vet S8 support separation of roles and responsibilities

Vet supports a Role Based Access Control model, allowing permissions to be assigned to users based on their roles.

## Does Modeus perform penetration / vulnerability tests on Vet S8? If so, how regularly?

Modeus engages an independent consultant to perform vulnerability and penetration testing on its software systems at least annually. The assessments are conducted according to OWASP and NIST recommendations by a skilled security professional with industry certifications such as CISSP, CISA, CISM, GWAPT, GPEN, GCIH, GXPN. All tests and actions are conducted under controlled conditions.

Detailed reports can be shared upon request.



## If Modeus is sold, dissolved, acquired or the contract is terminated, what options are available to retrieve data?

Data will be available for export by the customer through the application's reporting suite or an export can be provided by the Modeus support team, which is covered by the licence fee. A variety of formats are available depending on requirements.

## What type of monitoring and alerting does Vet S8 provide?

24x7 auditing, monitoring and alerting has been enabled to detect and prevent unauthorised activity across all resources including the application, database and network.

## Is Vet S8 data shared with any 3rd parties?

No, Modeus does not provide Vet S8 data to third parties without explicit consent from customers, unless required to do so by law.

## Does Vet S8 protect data from being overridden, deleted, altered or modified?

Vet S8 does not allow finalised records to be overwritten, deleted or modified. However, users can make amendments or add to existing entries if required. These types of amendments may include:

- Reversing a transaction (create a new amending entry)
- Returning unused medication, e.g. from an ampoule
- Adding a discard quantity after the finalising initial supply to the patient
- Adding a miscellaneous note

These entries can only be made with user credentials, countersigning and a supporting explanation. Once signed off by users, a full audit trail is made available through a range of reports.

## Does Vet S8 have minimum password standards and is there a lockout feature for login attempts with incorrect passwords?

Access to the system is password protected with a strict password policy (minimum lengths, regular password changes, no re-use of old password). Password rules can be configured.

Automatic account lock-out will occur if there are 5 failed attempts to log in within a 60 minute period.

## Does Vet S8 have an auto logout feature?

The system can be configured to automatically logout after a predetermined period of inactivity.

## How is user access reviewed, administered, and managed?

Customers are responsible for provisioning users via the application interface.





# Support

## Who provides support for Vet S8 and where are they located?

All support is performed by Modeus from VIC, Australia.

## How is support provided?

Support is provided via a range of methods including email, phone, online portal & user guides. Remote Support for Vet S8 is provided remotely through a variety of tools to align with customers' information security requirements.

## How is information security enforced during remote support?

The Modeus ISMS includes several policies which enforce secure remote support such as Access Control, Clean Desk / Clear Screen, Asset Handling.

All team members are background checked, and trained to provide remote support securely, processes include:

- Sensitive information redaction
- Access control
- Remote connection including VPN usage

## When is support available for Vet S8?

Support is available during Australian Eastern Time business hours.



# Hosting

## Where is Vet S8 hosted?

Vet S8 is hosted in region-specific (AU, US, UK) Microsoft Azure Data Centres.

As such, the solution has the benefits of being hosted in one of the most secure hosting environments available (<https://www.microsoft.com/en-us/trustcenter/security/azure-security>).

## What uptime SLAs are available for cloud hosting?

All cloud hosting components for the primary hosting environment have an availability SLA of 99.9% (or better).

## What type of logging, auditing and monitoring is available?

### Application

Vet S8 features audit logs of all activity which are available to administrators via the application.

### Infrastructure

Modeus Cloud leverages the Azure Security Centre for Policy and Compliance, Resource Security Hygiene and Threat Protection.

Modeus relies on the Azure platform which has extensive logging capability at all layers (Infrastructure and Platform Services).

The Activity Logs (infrastructure) include the following categories of data:

- Administrative – all changes made to the infrastructure such as create, update, delete and action operations
- Service Health – downtime, maintenance
- Alert – configured alerts, e.g. CPU % on my VM has been over 80% for the past 5 minutes”
- Auto scale - This category contains the record of any events related to the operation of the auto scale engine based on any auto scale settings
- Recommendation - This category contains recommendation events from Azure Advisor
- Security - This category contains the record of any alerts generated by Azure Security Centre. An example of the type of event you would see in this category is "Suspicious double extension file executed."
- Policy and Resource Health

## Is data backed up? If so, where, how often and are backups encrypted?

All data is continuously backed up as follows:

- Full backup weekly
- Differential backup daily
- Log backup every 5 minutes

Backup files are encrypted and active database Geo-Replication is configured to a secondary region.



### What is the recovery time objective?

In the event of a full hosting centre outage, the RTO is <6 hours.

### What is your Recovery Point Objective

Less than 5 minutes.

### How long is data retained within Vet S8?

Vet S8 does not normally delete data and most of the data needs to be kept for at least 7 years, sometimes longer, due to regulatory requirements. At the end of a contract, data can be exported to the customer and deleted from Modeus' servers upon request.

### Does Vet S8 use host-based or network-based intrusion detection systems?

Vet S8 hosted in Azure using a PaaS platform (App Service) which includes network-based intrusion systems.



# Integration

## Does Vet S8 integrate with VPMS systems? If so, which ones?

Vet S8 integrates with the following VPMS systems

- Rxworks
- CHS
- CustomerLogic
- CornerStone
- OpenVPMS
- VetLink
- ezyVet
- VisionVPM
- AviMark
- Vetspire
- Teleos
- ProVet
- Merlin
- RoboVet
- Shepherd
- Digitail

The integrations are read-only, meaning that Vet S8 does not push any data to VPMS systems.

## Does Vet S8 integrate with Active Directory (AD)?

Yes, Vet S8 supports integration with Active Directory, allowing users of Vet S8 to sign off transactions using their Active Directory credentials.

Vet S8 only supports Windows AD (not Azure AD). Vet S8 queries AD to validate username and passwords during authentication, however does sync with AD.

