



● GOVERNANCE DOCUMENT



L2L & IT: A Partnership for Operational Excellence

Our Commitment to Your Infrastructure, Security,
and Strategic Vision

At L2L, we believe that your IT organization should be an engine for manufacturing growth, not a support desk for shop-floor disruptions. We recognize that you are measured by the stability, security, and integrity of your corporate systems. Our philosophy is to provide you with a high-performance operational layer that respects your governance while empowering your plants to innovate independently.

Your Security Is Our Baseline

We believe that SaaS in manufacturing must meet the rigorous IT and security standards. Beyond claiming security, we deliver the verifiable transparency required to maintain a Zero-Trust architecture aligned with global manufacturing standards.

01. **World-Class Governance:** We maintain SOC 2 Type II compliance to ensure your data is handled with the highest level of professional care.
02. **Seamless Identity Management:** We believe in "one identity, one policy." By supporting SAML 2.0 (Azure AD, Okta), we ensure that your existing user access and password protocols remain your single source of truth.
03. **International Security Standards:** To support our global partners, our Information Security Management System (ISMS) is formally audited against the NIST 800-53 framework and strictly aligns with ISO 27001 best practices. This ensures we meet the most rigorous international benchmarks for manufacturing data.
04. **Enterprise-Grade Cloud Infrastructure:** Our platform is built on highly available AWS architecture, providing the high availability and disaster recovery capabilities required for mission-critical manufacturing operations. We provide transparent uptime reporting because your production floor never stops, and neither should your software.
05. **Continuous Compliance & Monitoring:** Through our Automated Monitoring (Drata), we provide real-time visibility into our security controls, ensuring that our compliance posture never drifts and your risk is always managed.



Our Trust Center provides you with real-time access to security docs and system status at l2l-trust.leading2lean.com.

We Complement, Not Replace, Your Tech Stack

We know the "Shadow IT" and "redundancy" concerns that come with new software. L2L eliminates the need for a costly rip-and-replace of your legacy systems. Instead, we bridge the gap between the shop floor and the back office, feeding your ERP (and other systems) the real-time, high-fidelity data they need to be truly effective.

- ✓ **The Connective Tissue:** We believe L2L should act as the operational middleware of your factory. While your ERP might manage the planning, L2L handles the minute-by-minute execution on the floor.
- ✓ **API-First Integration:** We provide you with a robust REST API and webhooks. Whether you need to push data to SAP or pull it into Power BI, we provide the hooks to make L2L a natural extension of your existing landscape.
- ✓ **Verifiable Data Security:** We protect your data's integrity with AES-256 encryption at rest and TLS 1.2+ encryption in transit.

✓ **Global Data Residency & Privacy:** Our infrastructure, monitored via Drata, is designed to meet GDPR and CCPA requirements, ensuring that as L2L scales across your global sites, your data handling remains compliant with local privacy laws.

✓ **Business Continuity & Disaster Recovery:** Our SOC 2 Type II audit verifies our robust backup and disaster recovery protocols, ensuring that if a disruption occurs, your operational data is recovered quickly with minimal RTO (Recovery Time Objective).

We Empower Your Team to Focus on Strategy, Not Support

We believe that your highly skilled IT resources are wasted when they are stuck in a cycle of building custom shop-floor reports or troubleshooting local plant workflows. L2L is designed to return that time to your team by eliminating the "hidden workload" of factory support. The last thing you need is another system that requires constant IT "hand-holding." We believe in a self-service model for operations.

- ➔ **Business-Owned Configuration:** L2L is a highly configurable platform. Once the secure foundation is established, operational workflows and forms are managed by the plant teams who use them. IT is not required for daily maintenance, form building, or workflow adjustments. Your team is not required for tactical system changes or operational troubleshooting.
- ➔ **Maintenance-Free Operations:** We handle all the server maintenance, security patches, and version updates. We take the "upkeep" tickets off your plate so you can focus on the enterprise-wide technology roadmap.

- ➔ **Operations-Led, IT-Governed:** We provide a self-service environment. Your plant teams (Operations and Maintenance) take ownership of daily configuration and workflow adjustments. This doesn't replace IT oversight. It removes the "help desk" burden from your staff, allowing them to remain focused on enterprise-wide digital transformation while maintaining IT-standardized oversight.
- ➔ **Standardized Rollouts:** Our implementation framework is modular and repeatable, ensuring a fast time-to-value without the risk of custom-code bloat that often comes with legacy deployments.

Our "Peer-to-Peer" Philosophy

When your technical stakeholders have deep-dive questions regarding network architecture or complex integrations, we advocate for a Peer-to-Peer Technical Briefing. Our technical leads and implementation experts are available to speak directly with your IT Directors to "speak the language" and ensure L2L aligns perfectly with your long-term digital transformation roadmap.

Addressing the Hard Questions

- **Why do we need this if we have an ERP?** ERPs are built for the office, not the operator. L2L fills the "Execution Gap" by managing the minute-by-minute shop floor disruptions that ERPs weren't built to handle. We manage the chaos of the shop floor, ensuring that the data eventually reaching your ERP is accurate and timely. We improve your ERP's ROI by feeding it cleaner, more accurate production data.
- **What is the impact on my team's bandwidth?** Our goal is for your involvement to be limited to the initial security and integration setup. After that, L2L is designed to be plant-managed. We provide the implementation experts so you don't have to. L2L is a SaaS model. We handle all server maintenance, security patches, and version updates. Your internal support tickets for L2L will be effectively zero.
- **How do I know our data is safe and portable?** We leverage industry-leading encryption and data isolation to ensure your intellectual property is protected to the highest enterprise standards. Furthermore, we believe your data belongs to you; we provide clear paths for data extraction, ensuring you never feel "locked in." We invite your security team to audit our Trust Center linked [here](#). Our Trust Center provides all the technical validation your security team needs. We follow industry-best practices for data isolation and encryption.
- **Is our data used to train L2L's AI models?** No. We maintain a strict Zero-Training architecture. Your proprietary operational data, queries, and SOPs are never utilized to train, fine-tune, or weight the public foundation models of our AI providers (Google, Anthropic, and Microsoft).
 - **Strict Data Isolation & Zero-Training:** We maintain contractually mandated agreements with our enterprise-grade AI vendors that explicitly prohibit the use of L2L customer data for anything other than generating your immediate, private response.
 - **Logical Isolation:** Your data remains logically isolated within your specific secure environment. It is transiently processed for inference only and is never stored by third-party AI providers.
 - **Source Transparency:** Every insight or summary generated by L2L AI is programmatically required to cite specific internal source records from your own L2L tenant, ensuring complete data lineage and auditability.
 - **Enterprise-Grade Only:** We strictly prohibit the use of public or free AI tools. All L2L Intelligence features run on corporate-sponsored, vetted enterprise licenses that have passed rigorous Third-Party Risk Assessments.

Learn more about our AI security [here](#).

How L2L Changes the IT Workload:

- **Eliminating the "Hidden Workload":** By providing a maintenance-free SaaS platform, we remove the burden of security patching, server upkeep, and version management from your team's plate.

→ **Empowering Strategic Oversight:** L2L transitions your team from being "tactical troubleshooters" to "strategic governors." You provide the secure framework (SSO, API standards, and Data Governance), while the plant operations teams handle the daily configuration.

→ **Consolidating the "App Constellation":** We help you replace a dozen niche, "homegrown" point solutions with one enterprise platform.
- **AI as "Tier 0" Support:** Our AI capabilities act as an immediate resource for operators on the floor, resolving routine process questions before they ever become a support ticket for your department.

→ **Standardizing the Data Pipeline:** We eliminate the "Data Janitor" role. L2L provides a standardized global data schema that is "BI-ready" from day one, removing the hundreds of hours your team currently spends normalizing disparate shop-floor data.

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The Result:

We help you make your department more efficient, allowing your internal experts to stop "firefighting" on the shop floor and start leading the high-level digital transformation projects that drive the business forward.



L2L is the leader in Connected Manufacturing Operations — the heartbeat of the modern factory.

We connect shop floor execution, maintenance, production, and frontline knowledge into a single intelligent system of action that turns shop floor signals into real-time response.

Built on the shop floor by manufacturing veterans, L2L has helped global manufacturers save more than \$5 billion in downtime costs with measurable results in as little as 16 weeks.



L2L Trust Center | Powered by SafeBase 



See how L2L manages their security program with SafeBase.