



FAQs

UK Cloud Migration

Frequently Asked Questions

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What is a cloud infrastructure migration?

Data migration in cloud computing refers to the process of transferring data, applications and IT infrastructure from one environment to another.

What environments are being migrated?

This migration initiative is specifically just for our UK hosted environments.

If you are unsure if your solutions are hosted on these environments, please speak with your regular Proactis contact who will be able to advise.

Why is Proactis migrating to a new cloud environment?

The cloud migration underpins our ongoing commitment to delivering a secure, reliable and scalable service to support future growth. Users can expect as part of this migration:

- Improved long term performance and reliability
- Enhanced security and compliance capabilities
- Greater scalability as your needs grow
- Faster future delivery of new features and enhancements

When is the Cloud Migration happening?

We have already commenced our internal preparations as part of our phased approach to the migration, firstly starting with our hosted UAT environments.

Following completion of UAT testing and validation, we will confirm readiness for the production migration and provide a detailed timeline for the remainder of the year, including key dates, planned activities and any customer actions required in the coming weeks. We will ensure customers receive clear guidance and sufficient notice to prepare for the transition.

What is needed from me?

Following each upgrade phase, we ask that you allocate time to validate and test your key business processes.

Will there be down time?

There will be minimal interference to UAT environment.

For Production, there will be period of scheduled downtime across all product migrations, which will occur over a weekend to minimise disruption to your business. We will communicate the outage windows in due course.

Will any of my data be 'lost' during the migration?

No data will be lost as part of the migration. Databases will be copied over 'as-is'.

What support will be available from Proactis during the migration?

The Proactis technology teams entire focus will be on supporting customers through this transition. Any issues can be raised through Customer Support, and these will be immediately passed to our technical teams for investigation.

I can't align testing resource for the proposed dates, is there a way your timelines can cater for this?

We have carefully considered the timelines for this UAT migration, and we are on-hand to support our customers through this migration. We are unable to cater for any changes to these dates, but strive to minimise disruption throughout the process.

The comprehensive testing schedule will primarily be carried out by Proactis, though we welcome and encourage customers to test their key business processes to validate everything is working as expected.

If there is anything explicit that we require customers to do as part of their testing, we will make you aware in advance.

What back-ups are in place for my data and what does the disaster recovery plan look like?

There will be no change to the existing backup and disaster recovery arrangements. The underlying technology provider will change, but the current level of data protection, recovery capability, and service continuity will be maintained.

Is this a multi-tenancy hosting environment?

There will be no change to the current customer hosting model or tenancy arrangements. Customers will continue to be hosted in line with the existing service design.

Do I need to whitelist the new server?

Some product instances will require whitelisting of the new server for key business processes to continue operating, depending on the technical set up.

If this is required, you will be notified in advance, with information related to the new server details that needs whitelisting.

What protective measures are in place and what level of encryption will my data have when stored within Azure?

Data is protected using industry-standard security controls, including encryption in transit and at rest, access controls, security monitoring, backup and recovery capabilities, and the security features provided by the Microsoft Azure platform. These measures are designed to help protect the confidentiality, integrity and availability of customer data.

Where will the data be stored once it has been moved?

Following migration, your service will be hosted on Microsoft Azure. Data will continue to be stored and managed in accordance with Proactis contractual, regulatory and security requirements applicable to the service being migrated.