



Data Sheet

# Sage Cloud Operations

Sage 300 People  
Managed Services

## What is Managed Cloud Services?

Put your payroll in the Cloud. The Sage 300 People Managed Service provides a Microsoft Azure platform customised for our Sage 300 People product. We provide the Sage 300 People applications through a Windows Virtual Desktop (WVD) application delivery portal.

## What is Cloud computing?

The term “cloud computing” is everywhere. It refers to the practice of using a network of remote servers hosted on the internet to store, manage, and process data, rather than a local server or a personal computer.

Today, organisations of all sizes are facing challenges unlike any they’ve experienced before. Globalisation and economic pressures are changing the business landscape. Increasing the pressure to expedite time-to-market with new products and services, while keeping costs down. In addition, constant technology change has resulted in ad hoc infrastructure buildouts, creating complexity, and complicating the management and support of IT infrastructures.

Sage

### **Advantages of Managed Cloud Services**

- Central access for all administrators and employees
- Technical infrastructure managed by the Sage Cloud Operations team
- Daily backups
- Managed software updates
- Capital expense cost saving

### **Benefits**

- Cost effective
- Simplified subscription pricing model
- Latest Microsoft Azure technology
- Secure Environment
- Access anywhere
- Depending on size of your data (DB size 50GB+) your data can be migrated from Sage 300 People database within an hour.

### **What do I need?**

Since we now understand what the “cloud” is all about, let’s discuss what you will require to make use of this service:

- A stable internet connection - your cloud experience will depend on your internet connection.
- A local printer in your workspace (Office or Home) - the cloud will send your printing directly to your local printer.
- The Windows Virtual Desktop (WVD) application - this will be explained in your technical instruction document or you can speak to our dedicated and friendly support staff at Sage for assistance.

### **Services**

- Public cloud deployment via Microsoft Azure™
- Migrate from Sage 300 People on-premise solution to the cloud
- Data is securely backed up daily and monthly and is retained for 3 months
- Data from on-premise Sage 300 People can be restored to MCS with minimal disruption to customer
- Product updates/upgrades are done
- Audits and activity log available
- Backoffice integrations via API’s
- 24/7 operations and maintenance
- Sage provisioning portal to manage site deployment and account management
- Managed application updates

### **Technical details**

- 99.5% uptime as per Global SLA with Microsoft Azure™
- Reliability and performance of Azure technologies
- Windows Virtual Desktop delivery technology
- High security firewalls
- Environment scalability
- Critical server redundancy and failover
- Multifactor authentication
- Backups (divided into 2 types namely Sage Provisioning Portal Backups and Microsoft Azure Backups)

### **Sage Provisioning Portal Backups**

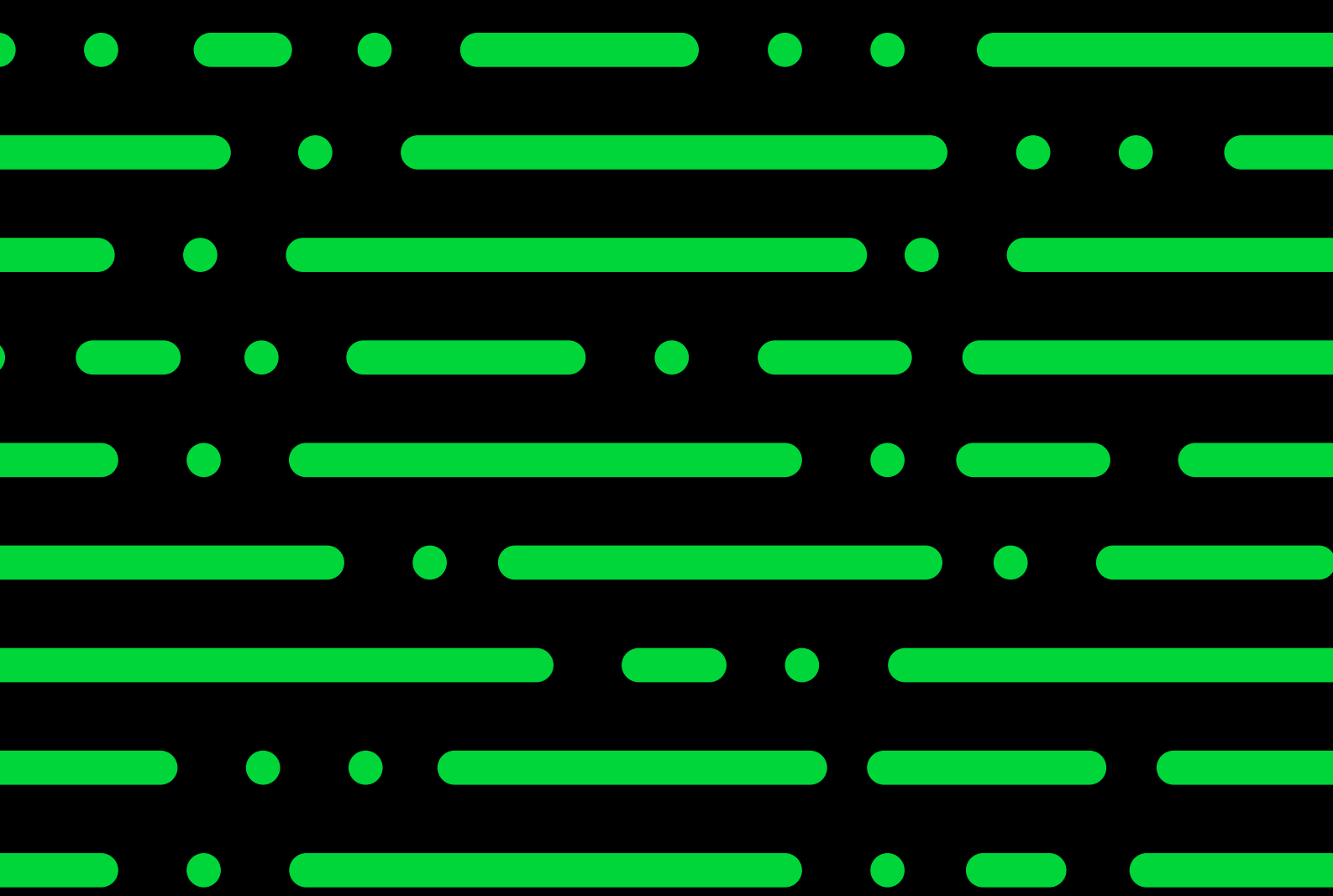
A copy of the customer’s live data kept in a separate location. This data is directly accessible for download by the customer users for on-premise storage.

- 7 automated daily backups over a 7-day rolling period.
- 1 automated monthly backup over a 1-month rolling period (previous month).
- 1 automated annual backup over a 1-year rolling period (previous year).
- Customers and their Business Partners can create and store up to 5 on demand backups.

### **Azure Backups**

A copy of the customer’s live data kept in a separate location. This data is not directly accessible but needs to be restored on request or in a disaster situation like database corruption or major user input error.

- Weekly full backups
- Daily differential backups every 12 hours
- Transaction log backups every 5 to 10 minutes. (The frequency of transaction log backups is based on the compute size and the amount of database activity.)
- Point-In-Time-Restore (PITR) retention is 35 days



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