



**GOODBYE**  
*UPGRADES*

**HELLO**  
**SOFTWARE**  
*ON DEMAND* 

**FREQUENTLY ASKED  
QUESTIONS WHEN YOU  
MIGRATE TO CLOUD SOFTWARE**

GOODBYE  
UPGRADES

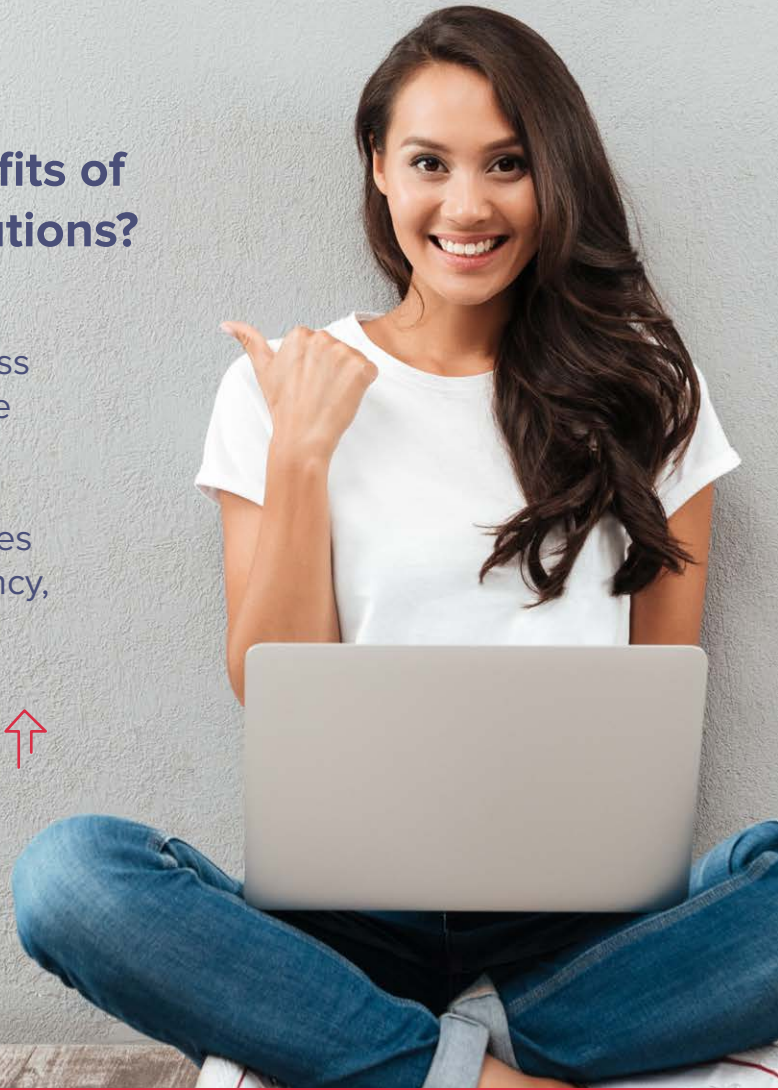
HELLO  
SOFTWARE  
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Q

## 1. What are the key benefits of Access Cloud-based solutions?

A

The new software is simple to use, highly secure, and offers 24/7 access wherever you are – be it from home or at a client's office, via desktop, laptop and tablet devices. It also boasts an array of enhanced features and functionality to improve efficiency, collaboration and productivity, all aimed at keeping your business ahead of the curve.



Q

## 2. What happens if I don't switch to the Cloud version of my Access software?

A

Migration to the cloud ensures the most secure access to the latest Business Software, with no future upgrade costs. Whilst for most transition to the cloud is not mandatory you should be aware that in the longer term costs may be higher. For example, using your current software means you will continue to pay more than cloud customers for maintenance. If you upgrade to a later on-premise versions of your Access software, you will incur ongoing upgrade and consultancy fees. Finally, if your current software is now out of date; technology improvements, changes in compliance and cyber threats mean outdated systems can put your business at risk.



Q **3. Do cloud-based versions host all the same functionality as my current on-premise software?**

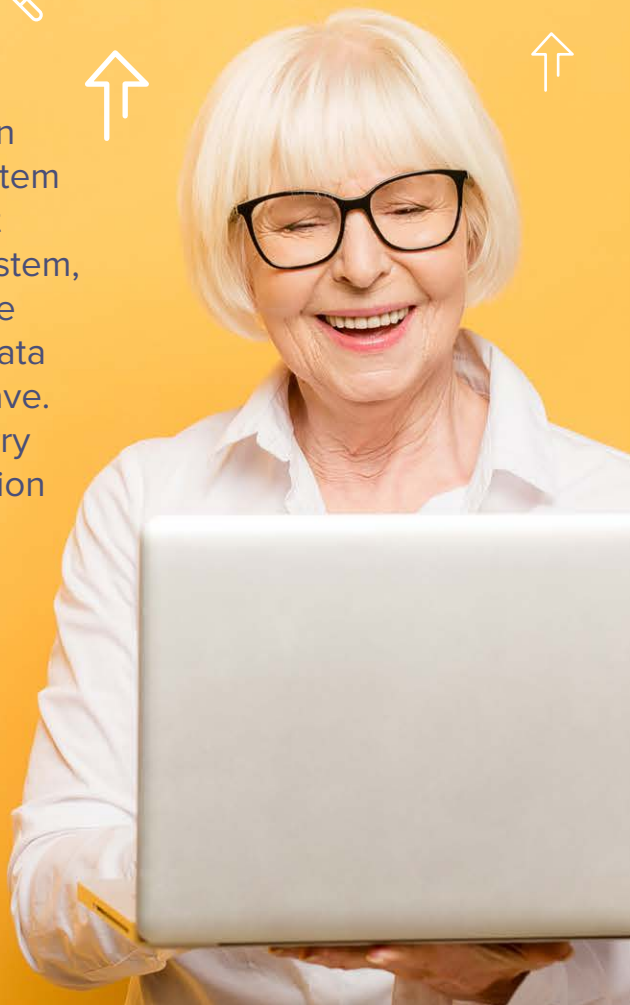
A Our cloud-based software leverages the latest technology and comes with a wealth of features and functionalities. These may not fully replicate all of your current set up. A live demo, hosting your data will clarify which features have been retired or updated and how to utilize the new functionality to meet your requirements. The new software has been built using the latest technology and as such the new features and functions support task automation and self-serve. For many of our users this results in significant time saving.

Q **4. Will the migration impact on my business? How long will it take?**

A Not at all. Our migration path is risk-free; there will be minimal downtime and unlike moving to other providers you will have no loss of historical data. We'll take care of it all, we can migrate your data in a day, and provide our dedicated concierge service for 4 weeks. What's more, we are offering our migration services free of charge for a limited time; a service that usually costs up to **£5,000**

Q **5. What are the system requirements to upgrade?**

A Unlike upgrades you may have undertaken in the past, there are no stringent minimum system requirements to upgrade, because you don't have to worry about the server, operating system, database or backups. That would all be in the Cloud. We can work with you to check any data or systems integrations you may currently have. For a limited time only, we are offering to carry out all these checks and the resulting migration for free. To see if you qualify, please contact one of our cloud transition specialists who will be able to take you through a few short questions and start you on your journey to the cloud.





Q **6. Will there be any guidance on using the new software?**

A Yes. Your team will be trained in all common tasks, and using our complete concierge service means you will have your own dedicated account manager, with full cloud transition specialist support for a four week period once your new system is live. We are also providing 4 weeks free access to our e-learning library for Access Financials.

Q **7. How will the migration process go?**

A We appreciate that it is essential to keep your business running smoothly during your transition to the cloud, and our transition journey ensures that this is the case for each customer.

We understand that some customers may have concerns over cloud migration that's why we've invested heavily in building a transition process and team all aimed at providing you with a risk-free, seamless migration path.

Prior to placing any order we will jointly work on a pre-assessment questionnaire and a technical assessment that includes demoing your current data inside the new solution. This will help us both ensure the future system meets your needs. Post migration you will have access to our dedicated cloud transition concierge team who will be on-hand to guide you through key tasks within the software.

# The migration process

## Assessment



Simple Qualification  
Questionnaire  
Followed by a **FREE**  
comprehensive  
technical assessment.

## > Demonstration



Live demo of your  
new application based  
on your data, all within  
**Access Workspace.**

## Proposal



Comprehensive  
quotation including  
your **FREE** Access  
Workspace  
Transition Services.

## > Transition



Familiarisation and  
training of your new  
application.

Move your live data to  
the new Workspace  
ready application  
within 24 hours.

## > Concierge



4 weeks of named  
resources on-hand for  
your needs, guidance  
and help on your new  
application.

Including ability to pre-  
book for key events  
like your month-end.



Access to pre-live application and e-learning for familiarisation



**24x7** e-learning library available

## Q 8. How much will it cost?

A For a limited time, we're offering free cloud migration services to our on-premise customers looking to upgrade to the current version of their Access offering. For most customers this equates to a saving of at **£5,000\***.

Moving to a cloud based model does mean there will be some changes to your current annual pricing. Overall cloud pricing is more cost effective than running and managing out-of-date on premise software. One of our cloud transition specialists will be able to take you through all the details.

\*NB: This time-limited offer is only available if you are upgrading to the current cloud-based version and you meet the assessment criteria. To ensure you don't miss out contact a **cloud transition specialist today**.



## Q 9. What happens to my company data?



A During the assessment phase, we will collate all the information we need to ensure all relevant data is safely migrated. Then, on an agreed date, your Technical Expert will collect a copy of your data and will migration this. This process takes between 4 and 8 hours per database, depending on size and transaction volume. We recommend this be done out of hours, as you will not be able to process any transactions during this time. Other than this, there is with no negative impact on your daily operations.



Q **10. I would like to migrate to the cloud, how do I proceed?**

A We have a dedicated team of cloud transition specialists who can answer any further questions you may have, and guide you and your business seamlessly through the process. Simply request a call back below to discuss the next steps. It's time to take your business forward, and take advantage of our limited time offer.



For a limited time only, we are offering to carry out all these checks and the resulting migration for free. To see if you qualify, please contact one of our **cloud transition specialists** who will be able to take you through a few short questions and start you on your journey to the cloud