Frequently Asked Questions - Cloud Technology Business Cloud Essentials

It's proven that in today's technological age, moving to the Cloud is no longer an option but a necessity, with 1 in 2 businesses now adopting a Cloud-first approach.* Despite this requirement for success, we understand that many organisations still find this daunting prospect.

At Advanced, we work with businesses across the UK of all industry and size, supporting them on their journey of adopting Cloud technology. We understand that the majority of organisations will have questions about how we can help them with their adoption of the Cloud and what hosting their data in the Cloud with us *really* means.

With a variety of buzzwords surrounding Cloud adoption there is often confusion as to what exactly "the Cloud" is and what defines the different types of 'Cloud'. We believe there are four main types of Cloud available, which you can find out more about in our dedicated factsheet.

Business Cloud Essentials is hosted within our Advanced private Cloud, meaning your data is held in our secure data centre in Slough. We have put together the following FAQ's to address any uncertainties that you may have as you begin to think about moving to an Advanced Cloud solution.

1. How secure is the Cloud?

Over recent years, the confidence of businesses globally is a testament to the secure nature of Cloud storage. Through 2020, Public Cloud Infrastructure as a Service (IaaS) workloads will suffer at least 60% fewer security incidents than those in traditional data centres. * Gartner (an American research and advisory firm providing information technology related insight for IT) concluded that the security posture of major Cloud providers is as good as or better than most enterprise data centres and security should no longer be considered a primary inhibitor to the adoption of Public Cloud services.

2. Where is the data stored?

When you use our Cloud services, data is stored at our secure UK based data centre. We ensure that no customer data is ever transferred or stored outside of these facilities. Our data centre is aligned to Tier 3 standards, which offers significantly improved security and reliability over 'on-premise' servers.

Business Cloud Essentials - Cloud FAQ's

3. How often do you back up the data you store?

We understand that your data is crucial, so we back up all data daily, ensuring that no customers data is ever lost and that you can always recover an up to date version of your system.

4. How are data servers monitored?

The data is monitored 24/7 by experts in our Advanced IT Services team. By utilising industry standard tools, infrastructure components are monitored to ensure availability and uptime.

5. Is my data secure from everyone else?

Yes. Logical separation exists to ensure that all customer data is completely separate and secure from everyone else we support.

6. What happens if you "go bust"?

We understand that some prospects who don't know us well might be asking this question, however Advanced are currently the third largest provider of software in the UK, and as such this is very unlikely. Within your contract from Advanced we will include terms and conditions to ensure that in the event of our business' closure your data will protected and managed in accordance with your organisation's needs. The most important thing for us as a trusted provider is that our customer's data is handled appropriately and safely and we have extensive processes to assure the security of your data in our data centres.

7. Does my data leave the UK?

As mentioned previously, the Advanced Data centre resides in the UK and therefore all data stays within the geographical region of the UK, preventing potential legislative issues such as GDPR.

8. Do your servers go down often? How quickly can you get back up and running if something goes wrong?

Over the past 5 years our servers average 99.7% uptime per year. Our teams are on hand 24/7 to manage and respond to this and ensure that servers are consistently up and running.

Business confidence in the Cloud is improving. To find out more about the thoughts and opinions of business professionals across the UK, take a look at the responses from our recent Cloud survey.

*Advanced Annual Trends Survey 2017: https://www.oneadvanced.com/globalassets/resources/cloud/cloudsurvey_2017_web.pdf

*Gartner Report: Is the Cloud Secure?: https://www.gartner.com/smarterwithgartner/is-the-cloud-secure/

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