

Frequently Asked Questions on our cloud servicesDate: 05th April 2022

1. Where is the Application and data hosted?
All new domains are created in Microsoft Azure and gradually rest of them will also be moved to Azure.
2. What is the committed uptime?
98 to 99%. But we have delivered higher than this.
3. Limitation on space and incremental usage charges.
Currently no such restriction, once implemented we will inform you upfront.
4. How frequently is the data backed up?
At least once in a week
5. How Secure is the data stored on cloud
We are using the SSL certificate of 4096 bytes
6. How do you secure the data while transferring from device?
Data is encrypted while transfers
7. Can we browse the application anytime and anywhere?
Yes, except downtime.
8. How data handing over mechanism works?
Data has to be extracted in excel during normal usage or before the end of subscription, using various excel report options.
9. How much time will it take to download the logs? will it available 24*7
Download will be Real time & it will be made available 24/7

Note: Above mentioned data is subject to change, I would be ideal to check with company for the latest version