

Expert advice and guidance from the
ICT Sector

MOVING TO THE CLOUD

MEET OUR EXPERT

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Quest Cloud Solutions are building beautiful clouds!
Offering cloud computing business essentials such as Online Backup and Hosted Email, through to Virtual Server rollouts and Unified Communications solutions to the SME market.

Get in touch at www.questcloud.co.uk or telephone 01223 656300 and ask for Jonathan.

Would you like to get involved with our ICT Sector? Do you have ideas for future events or expertise to share in a guide like this?

Please get in touch with Helen Bosett, Sector Co-ordinator at Cambridgeshire Chambers of Commerce on 01733 370809 or email h.bosett@cambsccei.co.uk

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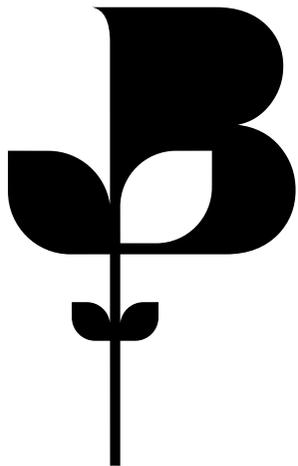
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Why you need to ask five important questions before moving to the cloud

Data is vital to any business and the thought of losing files, databases, emails, contact with staff and clients is a chilling thought, so how can you best protect your business?

Heading over to the cloud will give you resilient, 24/7 365, access to your business no matter where in the world you are. If you are new to the idea of cloud computing here are our top five questions you NEED to ask any potential partner, before moving to the cloud.



Why should I move to the cloud? Questions to ask

- 1 What support is available?**
A great question to ask is 'Is their support team based in the UK, when are they open, and what level of support are they providing?' This question just means you can ensure you can call on support when your business needs and that when you speak to someone you know that whatever the problem, they will assist. The last thing you want to hear are the words 'I am afraid that's not supported by us!'
- 2 What disaster recovery and back up do they have in place?**
EVERY business should have a disaster recovery plan whether you are a hairdressers, design company or have a 100+ staff. Ask yourself if your office were to flood tomorrow would your business be able to continue? So the big question to ask is 'Will your potential cloud provider offer a disaster recovery plan?' and 'Would your data be secure and would you be able to access it as soon as you needed it?'
- 3 Can the provider support your needs as you grow?**
Have an open conversation about your plans as business because not only will it help determine what you need right now but also what will suit you in the future. The last thing you would want it find that you have adopted a solution that cannot evolve with your business.
- 4 Reliability of the solutions?**
There are loads of new cloud computing providers popping up claiming to be the best, many of which will just throw loads of products at you and see which ones stick. A great provider will ensure the product is right for you and will work well with the facilities and bandwidth you have available. Not only this, but they will also be able to demonstrate a guaranteed 'SLA' (service level agreement) which is financially backed. As an example we exceeded our 99.8 per cent up time during 2014.

- 5 Are customer's references available?**
You can easily ask for customer references, most cloud providers will be shouting from the rooftops their client testimonials and case studies.

Conclusion

Asking the right questions means you are not left waiting for support 24 hours later, your data is secure and you have reliable cloud systems in place that will help your business grow.

