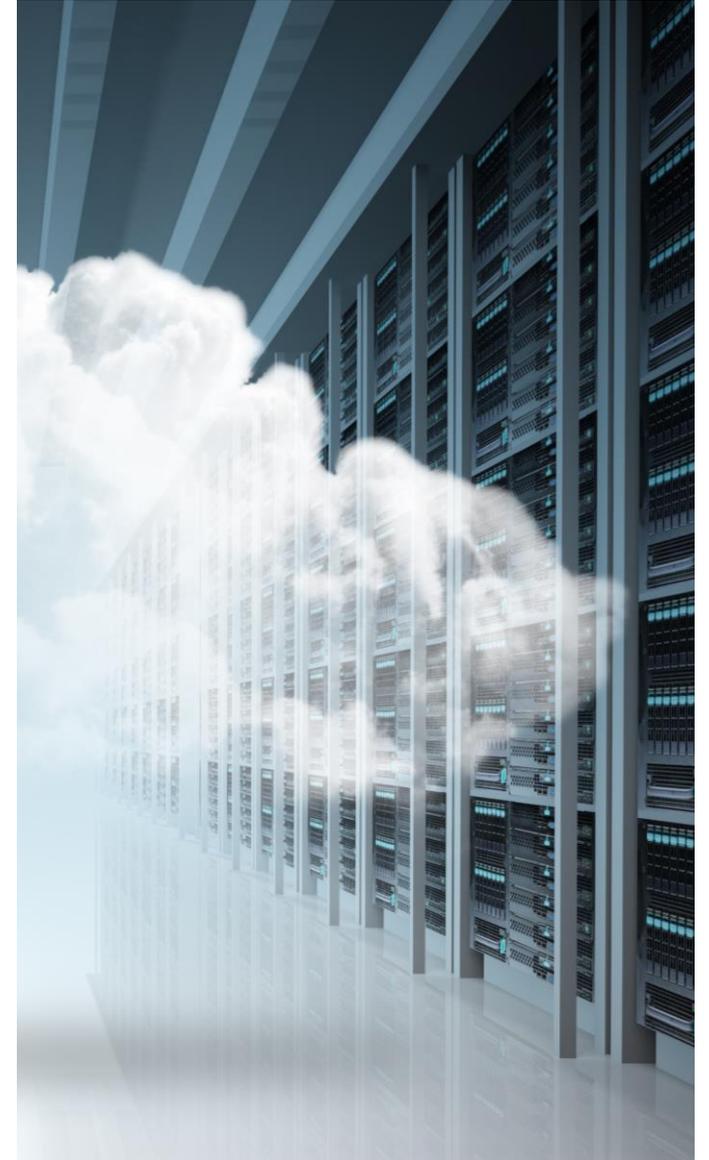


# Data in the Infor Cloud

## Data in the Infor Cloud

DiTRA, as a technology partner to its customers, aims to provide valuable information about the benefits of Infor cloud technology solutions. DiTRA recognizes the move to the cloud can require substantial change in an organization. There may be misperception about what the cloud actually is. Maybe assistance is needed to build a strategy for moving from on-premise to the cloud. Whatever the question or concern, DiTRA intend help. With the following, DiTRA and Infor share some of the common questions organizations face as they consider a transfer to a cloud solution.



*I am responsible for backup of our data for company records. How do I do that?*



## On-Premise

Customers possess full control over their backup data, and access to it. To back up data on-premise, typically backup software must be managed in addition. There can be security risks due to retaining backups long time.

Moving data can be challenging and labor intensive. Hence, customers typically must find a long-term storage location for their data. If the backup environments are owned and maintained, customers must stay aware of implications of data loss and potential security issues.



## Cloud

In a SaaS solution, Infor manages the periodic backup and redundancy of data within the subscription environment. All subscription service backups are exclusively to support data recovery in the event of data loss.

Infor Concierge is Infor's self-service tool for simplified access to important sites, content, and resources. It allows to request copies of data backups up twice a year.

Bottom line is that Infor takes away the burden of managing your backup environment and process while providing the data, if required.



*I have the approvals to access the data, but how do I build the report that I need?*



## On-Premise

Data is typically accessed via direct database tools or via reporting and data warehouse systems. Customers can in general execute a query and manipulate the data as necessary, but this can be time consuming.

Access security must be maintained and audited by the customer to help ensure they comply with applicable laws, rules and regulations. Unless access is carefully monitored and controlled, data breaches may result.



## Cloud

Users can still access the same type of data in the cloud, but in a different controlled way. Each Infor application which is designed to help customers access data has built-in querying and reporting features. The included analytics platform provides additional capabilities. Infor solutions are delivered with analytics/reports, which help accelerating the reporting process. Existing BI/Analytical platforms can access data from the Infor cloud and be populated to continue using them.



*I need to refresh my non-production from production environment for testing.  
How do I refresh data?*



## On-Premise

With an on-premise solution, the complexity and length of the process of refreshing data will usually depend on the size of the company and the presence and size of its IT department.

Typically, database administrators can run unique scripts in the applicable automated systems to refresh data and to test new scripts and queries.

A solution to help ensure business continuity. Automation must be built and maintained customer and they can perform data refreshes at any time. The business needs to buy-in to the costs of these tasks.



## Cloud

Infor multi-tenant customers can request data refreshes from production to non-production environments. The process to request a data refresh with Infor Cloud Operations is designed to be straight forward and can limit the task to a simple validation that the system is ready.

In implementation, data refreshes are allowed. Ad-hoc data refreshes can also be scheduled once every quarter. That is effort to limit the load refreshes can place on the system.



## *Who owns product data and who has access to my data?*



### **On-Premise**

Customers own and control access to the data in an on-premise solution. There typically are complex internal rules concerning data access, and there can also be security risk in an on-premise environment. Infor does not control or have access to the data or systems in an on-premise environment. If a customer needs support, the customer can demonstrate what the system is doing, but Infor does not have the unilateral ability to take control of the system to help address the issue.



### **Cloud**

The customer owns the customer data in the subscription environment, and Infor is responsible for the subscription services. Infor does not independently add users or have access to alter customer data in the cloud. Infor has strict data security standards and policies in place to protect customer data. Only personnel with proper clearance have read-only access to customer data e.g. for troubleshooting support issues.

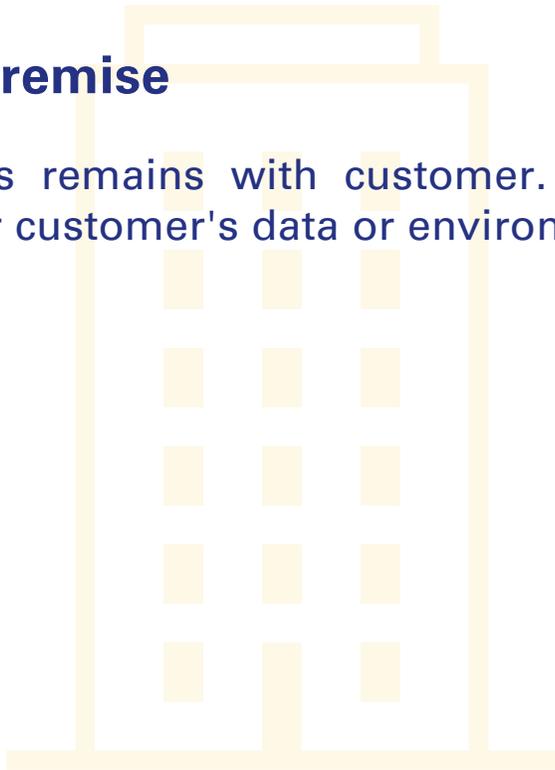


*If I do not renew the subscription, how will my data be returned at the end of the subscription term?*



## On-Premise

Data always remains with customer. Infor has no control over customer's data or environment



## Cloud

Upon termination or expiration Infor shall make all customer data in the subscription environment available to customer as a native database export. It is provided through Infor's secure file transfer protocol (sFTP) server within 30 days. After that, Infor will fully remove all customer data from the subscription services cloud environment(s) to render it inaccessible.





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