



FAQ's for Apogee and Hosted AccountMate

1. How is pricing structured?

Pricing is quoted per user, per month, on a 36-month term. All pricing includes hosted support (24x7 help desk), licensing, backups, and connectivity to our hosting center (local internet is not included in the quote).

2. Do we need to license for all users? Or just AccountMate users?

We can provide hosting for just AccountMate users. Please be aware that this may cause disruption in how your business operates as your accounting data (and possibly other data related to accounting) will be living in a "private cloud" environment accessible only to the selected named users. The more of your business that you integrate into a single private cloud environment, the more efficient your office becomes as accessing data is easier and secure.

3. Why is there Microsoft Office licensing on the quote – can't we use our existing licensing?

Microsoft mandates specific rules when hosting in a cloud environment, specifically, that all of their products must be Open License with Software Assurance for each user on the hosted environment or be an E3 Office 365 license. This can become very cost prohibitive, so Microsoft has created a monthly rental of the license to ensure that the licenses are compliant. These licenses are a rental of the Office Suite, which include updates and upgrades, and are priced out per user per month. There is no ownership of these licenses at the end of a term.

There are two options available – Microsoft Office Standard (Word, Excel, Outlook, PowerPoint, Publisher, OneNote) or Professional (Standard plus Access, Lync and InfoPath).

You can choose to not have Microsoft Office installed on the hosted server. Please be aware that this will result in the inability to export data into Excel or Word for manipulation or reporting.

4. Why are there 2 x SQL dual core licenses on the quote – can't we use our existing licensing?

Microsoft mandates specific rules when hosting in a cloud environment, specifically, that all of their products must be Open License with Software Assurance for each user on the hosted environment. They have created a second rule with SQL that SQL must be licensed as a Quad Core processor. We quote out 2 SQL dual core licenses on our proposals as the upfront cost is very cost prohibitive. Microsoft has created a monthly rental of the license to ensure that the licenses are compliant. These licenses are a rental of the SQL licenses, which include updates and upgrades, and are priced out per user per month. There is no ownership of these licenses at the end of a term.

5. What are the internet requirements for hosting AccountMate?

For hosting to be successful, each user requires a guaranteed 0.4Mbps upload speed per concurrent user in a given location. For example, if there are 15 people working from one office, the guaranteed upload speed must be equal or greater than 6Mbps.

Internet upload speeds that cannot guarantee this formula will result in slower performance and increased customer frustration.

6. Can we add other applications to hosted AccountMate platform?

We are able to add most AccountMate add-ons (INFOtrac, Minute Man, etc.) as part of the service offering at no additional cost for the hosting component. There may be additional costs based on the vendors requirements for licensing which we cannot control.

Non-AccountMate add-ons will be investigated on a case by case basis to see if additional costs for hosting are required.

7. What problems can we anticipate after migrating to hosting?

Migrating to hosting will occur minimal bumps in the road. Every site is different, and we are new to your setup and workflow. Some common, and easy to fix, bumps include: printer assignment, user navigating in a new environment, and users differentiating between a hosted environment and the end users local environment. We have a 24/7 help desk that can assist with these issues and our response time is within 20 minutes to acknowledge the call. All calls pertaining to the hosted environment are included in the cost of our service; local calls are billable to the end user.

8. Why do I need a firewall?

Some printers will not communicate with, or functional in whole, in a hosted environment – the print drivers of some printers were not written to communicate with Remote Desktop sessions. Due to the quick turnover of inventory, and the large number of vendors in the marketplace, a list of compatible printers is not available. We can use a firewall (we strongly recommend Fortinet) to create a secure VPN connection between the end users location and our hosting facility to ensure that printing is successful. The firewall will also provide the office with perimeter security for internet browsing, and internet intrusion protection. Offices with less than 5 people normally do not require a firewall, and we will investigate on a case by case basis.

9. Who will be supporting my hosted AM and my office IT?

AccountMate management will be provided by your reseller / Business Partner – this relationship will not change. Your local IT issues (failed hard drive, printer jam, installation of local software, etc.) will still be managed by your local IT technician, or by whomever currently takes on this role for your company. If there is a hosting concern, your hosting provider (Apogee) will manage this resolution for you.

10. Why is hosting with a private host better than a public hosting provider?

Firstly, your data is not being sold for marketing purposes, and remains the property of your direct vendor. As well, your data is not as vulnerable to attacks, as many hacking groups goal is to bring down the public figures (i.e. Google, Dropbox, Microsoft) as this causes the most downtime for the general public. We ensure that your data remains confidential and private and stays in the Toronto area for security. Lastly, our response time is much faster than the public offerings. We can acknowledge and work on a call within 20 minutes where the public services provide a 48-hour turnaround time for acknowledgement.