

1. Why should I move to the cloud? We're doing just fine with what we are using.

Moving to the cloud is the single most important thing you can do to get more value from your Magaya investment! The benefits are extensive, including:

- Added security and protection from cyberattacks
- Less need for costly IT infrastructure
- Easy access to your software from anywhere
- Greater speed and stability
- Automatic system updates and scalability as your business grows

2. Where will my data be stored?

Your Magaya Cloud environment will operate out of the QTS data center in Miami, FL. We have a backup site at the QTS data center in Dallas, TX.

3. How do I access my backup?

Magaya will provide you with a copy of your backup per your request. For security purposes, a backup of your data is not kept online. Magaya will safely and securely back up your data incrementally daily and will perform a full data backup weekly.

4. Who will have access to my data?

The Magaya technical support team will have access to your data for the sole purpose of assisting you with an issue and only upon your request. The Magaya IT team will also have access to your data for the purpose of regular system maintenance.

5. Who will own my data?

You still own your data; it just resides on our servers.

6. What happens to my data if I no longer use Magaya solutions?

If you cancel your Magaya subscription, we will retain your data for no more than 30 days. While you have an active license, you can download your data to Excel, CSV or XML. We can also give you a backup of your Magaya database, but please be aware that the data in this backup is not accessible without a Magaya license.

7. Will there be downtime during the migration?

Downtime for the migration is minimal, taking about 2 hours on average. This is to allow us to download your data from your local server and upload it to your new Magaya Cloud environment. We can arrange for most of this time to happen after hours if needed.

8. Will I lose any of my data during the migration?

You will not lose any data. Your entire database, customizations, and attachments will all be seamlessly migrated to your Magaya Cloud environment.

9. Do I need to train my team?

The Magaya interface that your employees are used to seeing will remain the same. There are only a few minor differences when logging in and working with attachments. We will cover these differences with you and your employees as part of your migration to the Magaya Cloud.

10. Will I have compatibility issues with any of my other systems?

There will not be any compatibility issues with other systems or hardware you were previously using.

11. Will there be any testing before cutover?

For customers with more than 10 licenses or special circumstances, we will set up a fully functioning test environment prior to migration. For customers with fewer than 10 licenses, the migration is simple, and testing will not typically be required. We have already performed more than 500 migrations and have a structured process that ensures success.

12. How long will it take?

The time will depend on several factors including the size of your database, number of licenses, integrations, etc. On average, the entire process takes 2-4 business weeks. Please note that this is an average and it may take more or less time, depending on your and your Deployment Specialist's availability, as well as whether any issues come up that may require additional time and attention.

13. I thought this is on the cloud/web-based, why does this require an installation?

While we do offer web-based access for the Magaya Cloud, it is not recommended to be used permanently as you would be missing certain dependencies that are included in the installation file. These dependencies improve the Magaya experience and facilitate things such as:

- Accessing your local computer's folders to download/upload files
- Emailing from Magaya (using the Outlook integration)
- Copying and pasting attachments to your documents

14. What will my key users be testing?

Depending on the key users' roles, testing can include:

- Day-to-day operations
- Printers used with Magaya (regular printers, label printers, matrix printers, etc.)
- Document and label templates (especially any custom templates or templates that are frequently used)
- Integrations or extensions
- Customers' custom scripts in your Magaya system
- And anything else that is key to your usage of your Magaya system

15. During the testing phase, do my key users have to duplicate all their work on the local and cloud environments at the same time?

No, duplication is not necessary. During the test phase, key users will only need to test that their workflows are not affected or interrupted once they are on the cloud.

16. Can the Magaya Cloud be installed on a MacBook or tablet?

Yes, Magaya can be installed on a MacBook as well as on Apple and Android tablets. However, accessing Magaya from a tablet may be more restricted and complex when it comes to file transfers and printing. Sending emails via the Outlook application from Magaya is currently not compatible with MacBooks or tablets.

17. Once the migration is complete, do we need to contact Magaya whenever we need to install the system on a new computer?

While you are always free to contact us for assistance, once the migration is complete, you will receive an email with your cloud credentials as well as an installation file that covers how to install Magaya on Windows, MacOS, and how to access Magaya from a web browser.

18. Will the cloud-based version of Magaya be the same as my on-premise version?

Magaya's cloud-based version has the same look and feel as your current system with the added benefit of remote access. Magaya will handle the security and maintenance of your system, but you can also add multi-factor authentication for additional security measures.

19. Have you had any ransomware attacks on the cloud version?

The Magaya Cloud has never had any ransomware attacks.

20. What internet speed is recommended for the Magaya Cloud?

A minimum of 5MB of download speed is recommended for a small database. You will require much more download speed depending on the size of your database size and number of user licenses.