

Sage Cloud Hosting – Frequently Asked Questions

What if I use a Mac and my other users are on a PC?

No problem. Mac users can login and use the system just like Windows users— everyone working in the same Sage files and applications at the same time. Like PC users, Mac users seamlessly print, drag and drop files and use all of the applications on a virtual desktop. Everyone receives TAG's excellent service and support.

If I use your service will I have to continue to pay Sage for the licensing?

TAG extends the power of your existing Sage software license to the cloud. We host all your applications in the cloud using your licensing.

How do I access my Sage application in the cloud?

You can access your Sage application from any computer or mobile device with an internet connection. We help you get setup so you can have one-click access from your local computer or mobile devices - so access will feel just like you're used to. If you're on the road we even have browser-based access for logging from a kiosk or other location where installation of plug-in is not possible.

Is my data backed up?

Yes. Our expert engineers have a customized backup solution specifically for Sage. To ensure reliable backups we first stop all services on your server, complete the backup and then restart service. You can rest easy knowing that this happens for you automatically, night after night. We backup all data on a nightly basis and backups are held for 30-days.

Are there any long-term contracts?

All services are month-to-month.

How long does it take to get setup?

We can have your server ready within 2 business days. The setup and migration of your data to the system usually takes a week.

Do you support add-on applications?

Yes. We provide you with your own private cloud server and can customize it to include as many applications as you need to keep your business running smoothly.

Will it be as fast as on my local computer?

We offer the fastest technology platform available. Our users tell us that Sage on our cloud system is faster than on their local computer. There's no lag when you enter data. Our app delivery technology ensure fast application performance and printing speeds. In addition, we use Internap's patented MIRO technology to dynamically evaluate path characteristics including latency, packet loss and route stability to select the best route to



any given destination, resulting in low latency, high availability and accelerated application performance.

Are the Cloud Hosting systems secure?

We provide bank-quality security for accessing your data and applications. Our systems meet the banking standards for PCI compliance and are housed in state-of-the-art SOC 2 data centers to ensure lock-solid security.

How do we migrate our data?

We will work with you to quickly and securely transfer your existing data to your private cloud. We leverage the latest technology and tools to make the process easy and seamless.

