solver Cloud

Frequently Asked Questions

GENERAL

1. Q: **How can I learn more about Solver Cloud?**
   A: Solver offers both user documentation and training guides. Solver also offers a university with great content. https://academy.solvertraining.com/ to see many videos on our past and present versions of Solver, look here: https://www.youtube.com/channel/UCLohgZporhZZse5_AjkAPiQ

2. Q: **What data is imported into Solver?**
   A: Solver offers many options to connect to multiple source systems, including file imports and data located on your on-premises servers. The data imported will be determined during the implementation.

3. Q: **Will data be sent back to my source system from Solver?**
   A: No. Currently the Solver Integrations only read data. However, data can be exported from Solver and manually imported into your ERP.

4. Q: **How do users log into Solver?**
   A: An administrator will invite users via their business email address. By default, all new users have no access to data or components within Solver. The administrator will need to enable a license for each component e.g. Reporting, Data Warehouse Management, Budgeting, etc and will also have to specifically select data accessible by each user or by a user role. Once the user receives an email invite, they will create a password which is stored and encrypted within the Solver environment.

5. **Q: Can data be locked down for users and user groups (roles)?**
   A: Yes. Data is organized by "Module" Such as General Ledger and by "Dimension" such as Account or Employee. An administrator can specify the data each user or role has access to for reporting and for budgeting. For instance, user A may have access to all General Ledger data but only for his/her specific department. While user B may have read access to all data for the Payroll module but can only write back to the department(s) he/she is responsible for.

6. **Q: How is Solver Accessed?**
   A: End-users access Solver using any of the major browser applications. Power-users with a Report or Budget (Form) license can download and install the Microsoft Office Excel plugin. This plugin is used to create the templates, which are published back to Solver. All report/form templates are created via the designer plugin. The plugin communicates with Solver via the Solver API. Power users can create as well as execute the reports from the Excel plugin. The plugin does require local administrator rights to install. Note that the plugin will not work with the web version of Office 365.

7. **Q: What are the system requirements for the Template Designer application for users with a Designer license?**
   A: Please see system requirements here: https://help.bi360.com/help/report-designer/installing-report-designer/

8. **Q: Does the browser require a plugin for Solver?**
   A: No, browser plugins are not required. Solver is built on the latest web application technologies. The browser utilized HTML5 and JavaScript to provide a rich user experience.

9. **Q: Does Solver function on small footprint devices such as mobile phones?**
   A: Solver was primarily designed for desktop usage on full size monitors. However, many features still render correctly on small screens.

10. **Q: Does Solver offer a mobile application?**
    A: Solver does not currently offer a mobile app. However, we are currently researching the mobile needs of our customers and plan to release a mobile application with specific capabilities in the future.

11. **Q: What are the login authentication options?**
    A: Customers have the following options available:

a. Internal Solver authentication. User logins/passwords are maintained within Solver. A customer can enable Multi-Factor Authentication (MFA) and authenticate against a mobile app.
b. Microsoft Azure Active Directory (AAD). User logins/passwords are maintained within Microsoft AAD. AAD has an option to enable Multi-Factor authentication.

12. **Q: Can I access data from my on-premise ERP?**
A: Yes. The Solver Gateway is a small application which is installed within your local environment to securely communicate with Solver cloud. All connections are established as outbound requests via HTTPS/TLS1.2+. More details can be found in the Gateway client documentation.

13. **Q: Do you have a Terms of Service and a Privacy Policy?**
A: Yes:
a. Solver Cloud Terms: https://www.solverglobal.com/legal/cloudapp-terms-of-service
b. Privacy Policy: https://www.solverglobal.com/privacy/
c. Support: https://support.solverglobal.com/index.php?/Knowledgebase/Article/View/332/0/solver-technical-support-and-maintenance-policy

DATA CENTER

14. Q: **What certifications has Solver obtained?**
A: System and Organization Controls (SOC) 2 and HIPAA. The SOC report covers controls at a service organization relevant to security, availability, processing Integrity, confidentiality or privacy. The SOC report is available upon request. The audit and subsequent report is completed annually. Contact legal@solverglobal.com to request a copy of the latest SOC 2 report.

15. **Q: Where is the Solver Cloud infrastructure?**
A: Solver utilizes Microsoft Azure for Solver Cloud. Solver's cloud is built on Azure services located in the United States, Canada, Australia and Ireland. Your data will remain within the designated region as specified on the Solver order form. Additional data centers are configured on standby, in the event of an entire data center outage. Learn more about Azure cloud here: https://azure.microsoft.com/en-us/overview/trusted-cloud/

16. Q: **Describe security and redundancy used by Solver Cloud.**
A: Solver engineers focus on security, performance and continuity. Solver runs on Azure SQL Database, standard tier. Each Solver client has a separate dedicated SQL database within the Solver multi-tenant environment. The data is encrypted at rest and all communication is handled via TLS 1.2. All client data is stored within the Azure SQL database and is Geo-Replicated to ensure continuity. Learn about Microsoft SQL DB here: https://azure.microsoft.com/en-us/services/sql-database/ and here: https://docs.microsoft.com/en-us/azure/sql-database/sql-database-service-tiers.

17. Q: **What is the Disaster Recovery plan for Solver Cloud?**
A: In the event of a localized outage within the Azure data center, additional services will be enabled to ensure continuity. If the entire data center fails, services will be enabled at a separate data center. An entire data center outage may require reestablishing the most recent backed up client data. Azure services are monitored real-time by the Solver staff. A public Azure status update can be found here: https://azure.microsoft.com/en-us/status/. Please see the Solver Terms of Service for more details.

18. **Q: Does Solver meet ISO27001 standards?**
A: Solver currently maintains a SOC 2 report, which will provide similar security assurances, with the addition that auditors must observe the best practices for a certain amount of time. In terms of physical data center policies, please see the Azure Trust Center: https://www.microsoft.com/en-us/trustcenter/compliance/iso-iec-27001

19. **Q: How often are data backups taken?**

    A: Azure SQL Database supports point-in-time restore (PITR) by automatically creating full backup, differential backups, and transaction log backups. Full database backups are created weekly, differential database backups are generally created every 12 hours, and transaction log backups are generally created every 5 - 10 minutes. Backups are stored in a 7-day rolling window.

20. **Q: Where are backups stored?**

    A: Azure SQL database uses read-access geo-redundant storage (RA-GRS) which copies your data synchronously three times within a single physical location in the primary region using LRS. It then copies your data asynchronously to a single physical location in a secondary region that is hundreds of miles away from the primary region. GRS offers durability for Azure Storage data objects of at least 99.99999999999999% (16 9's) over a given year. The data will remain within the same zone to ensure international border compliance.

21. **Q: In the event of a full Azure Data Center outage, where is the data maintained.**

    A: Solver utilizes Azure services for the majority of Solver cloud. All customer data resides within a dedicated Azure SQL database for that customer. Databases are backed up in paired Azure regions. In the event if an entire data center outage, Solver will move services to a backup data center and restore customers point in time backups. You can learn more about paired regions here: https://docs.microsoft.com/en-us/azure/best-practices-availability-paired-regions. For compliance reasons, Solver only uses the paired region for encrypted backups, not live data. In the event of a major outage, customers will be informed that their data will move to the paired region, which may be outside the selected data residency. All systems will be recovered in the new region and the login url will be redirected to the new data center.

22. **Q: Are backups encrypted?**

    A: Yes, all backups are encrypted at rest. see Transparent Data Encryption with Azure SQL Database

23. **Q: Is the database encrypted at rest and in transmission?**

    A: Yes, SQL Database utilizes Transparent data encryption to ensure all data remains encrypted at rest. See link for more details. https://docs.microsoft.com/en-us/azure/sql-database/transparent-data-encryption-azure-sql?view=sql-server-2017

24. **Q: What are the estimated recovery time objective (RTO) and recovery point objective (RPO)**

    A: Any restore point can occur within a 7 day rolling window.

    a. RTO is < 12 hours after declaration of disaster.
    b. RPO is < 1 hour.

25. **Q: Who has access to the Azure infrastructure and my data?**

    A: Solver Cloud production infrastructure is only accessible by senior Solver cloud engineers. All access and actions are tracked within Azure Active Directory as well as manually logged within the Solver cloud Operations ticketing system.

26. **Q: Is my data in a shared SQL database?**

    A: No. Every customer has a separate SQL database "Data Warehouse," which contains all imported or user entered data. Some information, such as users, is shared within a single database and is partitioned based on security.

27. **Q: Are system resources shared across customers?**

    A: Yes. Solver Cloud is a multi-tenant cloud service. The service is designed to scale both up and out as performance demands expand. The SQL Databases are contained within an Azure SQL elastic pool. If a specific performance level is critical to operations, Solver also offers an option to subscribe to a dedicated SQL instance.

28. **Q: What happens to my data if we do not renew the Solver service?**
A: Please see our Terms of Service agreement. Upon confirmation of the Solver Cloud service termination, Solver will delete the tenant instance, users and all other related customer information from the Solver Cloud service. The Azure SQL service will retain a backup of the deleted database for 30 days from the date of deletion. From that point on, no other reference to customer information will remain within the Solver service and is not recoverable.

29. **Q: How often are software upgrades or patches applied?**
A: Updates typically occur the third weekend (Friday evening – Saturday morning) of every month. During this period, standard maintenance is performed as well. The maintenance period varies by region but typically begins Friday evening and can run into early Saturday morning. During this period, the Solver service is not available. If a critical patch is required, the date/time will depend on the services interrupted and the severity of the patch. All customers will be notified prior to all planned service interruptions.

30. **Q: How are we notified of system updates?**
A: Planned updates are sent on the Wednesday prior to the scheduled Friday update. Communication occurs within the Solver notification system for all Solver customer administrators. This will appear as a new notification with the portal. Users who have configured their settings to receive email notifications will also receive an email. Additionally, notifications on planned and unplanned updates or outages are posted to the Solver status page. Users must subscribe to the notifications. https://status.app.solverglobal.com/

31. **Q: How are we notified of critical security issues?**
A: Issues impacting customers will be notified via the notification system within the Solver application, as well as the status page. Additionally, emails will be sent directly from our support or Security Operations teams to users listed as administrators within the Solver application.

32. **Q: Are we notified of general Azure outages?**
A: in the rare event that an Azure data center has an outage or service disruption, Solver cloud engineers will send out a notification within the Solver application as well as post it to the Solver status page. You can also review current Azure status here: https://azure.microsoft.com/en-us/status/

33. **Q: Can you provide the Solver Cloud IP addresses?**
A: Please contact Solver support for information of Cloud IP addresses for white listing.

Solver Cloud Data Centers

Serving	Azure Data Center
Asia Pacific	Australia Southeast
Canada	Canada Central
Europe, Middle East, and Africa	North Europe
North & South America (Excluding Canada)	Central US

34. **Q: What technology is Solver built on?**
A: Solver is primarily built using Microsoft .NET, C#, HTML5, JavaScript and SQL Server. Many other technologies are included in the design and development of the entire suite.