

ACDC 360F Data Center Migration Frequently Asked Questions

Contents:

Frequently Asked Questions (FAQ)

- Why are we moving the location of our cloud platform?
- Will the login page for cloud customers have a new URL?
- How will customers be impacted by the move?
- How will moving servers to a different time zone affect processes and date/time preferences?
- Will this cloud migration impact on-premise customers in any way?
- Will performance and features be impacted?
- How will users be notified of the changes?
- Will non-production environments also be moved?
- Will the new instance have redundancy?
- What compliance and security measures are implemented in the data center facilities?
- Who should I contact if I have questions or issues after the migration is complete?

360Facility to Data Foundry

Overview

We are excited to announce to all our 360F/FAMIS Cloud and LA Cloud Hosted customers that we will be migrating our cloud platform into Accruent's infrastructure. This migration is another building block to leveraging the superior cloud services, security, and support capability of our continued efforts at Accruent. We are planning downtime for the migration in the fourth quarter of 2019 with servers up and running for business after the migration is complete. There are no immediate actions required. Some customers who are utilizing SFTP and/or have whitelisted DNS entry addresses may require future actions which are detailed below.

Frequently Asked Questions (FAQ)

Questions	Answer
<p>Why are we moving the location of our cloud platform?</p>	<p>This migration allows us to provide you with the superior hardware, security, and support capabilities available at Accruent's data center. We can now more efficiently perform the vital, behind-the-scenes tasks that keep your company's systems running at the highest level possible.</p>
<p>Will the login page for cloud customers have a new URL?</p>	<p>No, all 360 Facility and FAMIS URLs will remain the same. There is no need to update bookmarks, links, etc.</p>
<p>How will customers be impacted by the move?</p>	<p>All US Cloud Hosted customers will experience a complete service outage of the 360 application. This maintenance is expected to be completed in Q4 of 2019. More specific dates will be provided once the maintenance nears. Canadian and Singapore customers will not be impacted.</p> <p>If you previously set up whitelisting to access the 360/FAMIS application the IPs have changed and will need to be updated to the following IP range. Please work with your IT department to have this whitelisted: 205.201.24.0/22</p> <ul style="list-style-type: none"> • This is an IP range of the Data Foundry data center. • As the migration nears, we will be providing specific IP addresses.
<p>How will moving servers to a different time zone affect processes and date/time preferences?</p>	<p>The time zone change will not require any action on the customer's part. The Server Time Zone setting in Preferences should remain in CST for all Cloud customers.</p>
<p>Will this cloud migration impact on-premise customers in any way?</p>	<p>On-Premise customers should not be impacted at all by this migration. If anything arises that seems like it could be connected to the cloud migration, On-Premise customers should reach out to support.</p> <p>FAMIS on Demand (FAMIS Classic) will not be impacted.</p>

Questions	Answer
<p>Will performance and features be impacted?</p>	<p>During the migration window, Cloud customers will not be able to log into any 360 Facility, FAMIS or LA Cloud applications. Once the migration is fully complete, applications will run normally, and data will be up to date. There should not be any lapse in performance or change in functionality.</p> <p>If a user is in the system at the time that the migration begins, they will be logged out of the application. Messages on the login page will indicate that we have gone down for maintenance and will not be available for logins.</p> <p>All scheduled processes and integrations will also be impacted during this time and will not be active during this maintenance. Items that are sent from the customer to us (i.e. emails) may need to be re-sent after the migration is complete. Items scheduled in the 360 system should begin processing again after the maintenance but may take several hours to catch up.</p>
<p>How will users be notified of the changes?</p>	<p>Users will be notified in several ways.</p> <ul style="list-style-type: none"> • The FACMAN Support team dispersed an email notification 60, 30 and 14 days out from the migration. Email notifications will also go out the day of migration before the maintenance window opens and after the maintenance window closes. • Login pages for FACMAN applications will show the maintenance details 90 days prior to the migration. • Email signatures from FACMAN team members currently include a brief notification with pertinent links. • Account Executives and CSMs are notifying key customer contacts in regularly scheduled meetings.
<p>Will non-production environments also be moved?</p>	<p>Non-Production environments currently reside in the new data center and will not be part of this maintenance.</p>
<p>Will the new instance have redundancy?</p>	<p>Yes, failover capabilities will exist with local redundancy at all levels in the primary data center. We also have a secondary data center in the event of a disaster recovery situation.</p> <p>The primary data center is located in Austin, Texas. https://www.datafoundry.com/data-centers/texas-1/</p> <p>The secondary data center is in Minneapolis, meaning that in any scenario data will remain in the United States.</p>

Questions	Answer
What compliance and security measures are implemented in the data center facilities?	<p>360Facility/FAMIS Cloud will continue to reside in an SSAE18 audited and approved data center with full ISO 27001 compliance, CCTV, biometrics, physical cage locks, HIPAA compliance, and more.</p> <p>The SOC report is available upon request to security@accruent.com, but a new signed NDA is required.</p>
Who should I contact if I have questions or issues after the migration is complete?	<p>While we do not anticipate our customers facing any issues as a result of this migration, you are welcome to reach out to our Support team (support@accruent.com) with questions and/or if, after the migration is complete, you think your system was negatively impacted.</p>