

Q. What is the Ajera Cloud?

A. The Ajera Cloud is a server environment for your Ajera installation that is not located on premise. Ajera must be installed on a server, but it doesn't necessarily have to be a server in your office. The Ajera Cloud gives you the opportunity to shed some IT responsibility and utilize Axiom IT specialists to ensure proper Ajera setup and maintenance.

Q. Why would I choose the Ajera Cloud over installing Ajera on our own servers?

A. Cloud hosting reduces the need for IT infrastructure and staff. With the Ajera Cloud, Ajera is always up to date, secure, and performing optimally. You'll also have the peace of mind knowing your data is securely backed up.

Q. Is Ajera any different when hosted on the Ajera Cloud?

A. Ajera on the Axiom Cloud has the same feature set as Ajera hosted on your own server. In fact, the Ajera Cloud may even offer some firms the added benefit of web access if this isn't available using your existing IT infrastructure.

Q. Who is your Cloud provider?

A. We utilize the proven technology of Amazon Web Services to guarantee optimal performance, security, and availability.

Q. How does the Ajera Cloud differ from other cloud offerings?

A. Ajera IT specialists have configured the Ajera Cloud for the sole purpose of hosting Ajera. These same specialists ensure optimal performance and timely updates. Other cloud offerings provides generic hosting services with little consideration for the specific application being hosted. For this reason, other cloud offerings may require an IT administrator or separate IT organization to perform routine maintenance and updates.

Q. Do you share any of our information with any other parties?

A. Absolutely not. Your data is kept private and secure.

Q. How often do you backup our data?

A. Backups are performed twice daily.

Q. Do your data centers have a redundant, uninterruptable power source?

A. Yes

Q. Do your data centers have redundant internet service to ensure an uninterruptable connection?

A. Yes

Q. Is my data monitored for performance and intrusion prevention?

A. We monitor Axiom Cloud data 24/7 to ensure optimal performance and data security.

Q. What type of environmental controls does your facility have?

A. Climate control, advanced fire suppression, and seismic protection from earthquakes

Q. Is my data encrypted when it is in transit?

A. Yes, any data sent to or from the server is encrypted using secure socket layer (SSL) encryption.

Q. Can we decide later to move Ajera to our own servers?

A. Absolutely. If your firm decides the cloud isn't right for you, we will help you migrate the Ajera installation to your onsite server environment.