* Is your Sage ERP or CRM on a local server?
* Yes
* No
* Who proactively manages your server - security, anti-virus, patches, etc.?
* Internal dedicated IT resource
* Outsourced IT company
* No dedicated resource, we mostly just react to notifications to update things when they pop up
* Are you confident that your server environment is protected from cyberattacks, phishing, and ransomware?
* Yes, we research and stay up to date with all the latest security technology such as 2 Factor Authentication and encrypted logins
* Our IT company handles all that for us…I think
* No, and I sometimes lose sleep over it
* Who do you contact when you have server issues?
* Internal dedicated IT resource
* Outsourced IT company
* That kid down the hall who seems to know a lot about computers
* How quickly can server issues that arise be resolved?
* Our IT team is always on standby 24/7
* We have to wait until someone can come in – sometimes days
* Never quickly enough!
* Do you have regular backups with some type of off-site storage? Do you ever test restoring your backup to make sure all the necessary data is being backed up correctly?
* Yes, we have backups and test them regularly
* We have backups, but I’m not sure if we’d actually be able to restore them if we needed to
* I’m supposed to do that?
* Do you have users who would like to access Sage remotely, either from their laptop/computer or other device?
* Yes, we have people who travel or work from home who would like to have access
* No, everyone here is always physically present in the office when working