

1. **What is the “BMS Cloud?”**
 - a. The BMS Cloud is a place to store your BMS products and data, which users will access via the internet.
2. **Is this “web-based” software?**
 - a. No. The apps are accessed via the internet, but the apps are not web-based.
 - b. The BMS Cloud hosts the same products and applications installed on local machines and servers.
3. **Are the Cloud costs in addition to my current Annual Maintenance (AM) fees or do they replace some of them?**
 - a. The BMS Cloud Annual Fees are in addition to the current Annual Maintenance paid for the individual products owned.
 - b. Product AM fees cover telephone, email, and internet support, error correction, software updates current with all changes in applicable law and equivalent to the products sold to new customers, related data file changes, unlimited online feature and use training, and all but “custom” software enhancements.
4. **What do the fees for the BMS Cloud cover?**
 - a. BMS will “host” your data on one of our servers to be accessed via the internet.
 - b. BMS automates and monitors nightly backups Monday through Friday.
 - c. BMS automates and monitors updating all applications.
 - d. Ability to access data from anywhere with internet connectivity using a properly configured secure Remote Application Connection to the Cloud Server.
5. **How frequently will updates be applied?**
 - a. Updates will be applied as needed on a per application basis.
 - b. Critical updates required for error correction will be applied as needed.
6. **When is support available on the BMS Cloud?**
 - a. Support is available during normal business hours, which are Monday through Friday, 7:00 a.m. to 5:30 p.m. (Mountain Time).
7. **Can we move “some” of our BMS products but not all?**
 - a. All products with the exception of Student Accounts must reside in the same location.
8. **Do we still have the ability to make backups on our own?**
 - a. Yes! You can easily do your own backups in the form of a ZIP file.
 - b. Manual backup files can be copied down from the Cloud to the local workstation.
9. **Bandwidth/Internet Connection/Connection Speed – What do I need to know?**
 - a. Accessing apps in the cloud uses a continuous internet connection that needs to be stable and reliable.
 - b. The connection speed requirement is fairly low. Today’s average connections are typically more than sufficient.
 - c. There is a continuous open connection that has peaks and valleys in bandwidth usage depending what the user is doing.
 - d. The bandwidth that the session needs while active ranges from 0 to whatever the client’s internet will support, depending upon the infrastructure needs of the moment.
 - e. There is no exact answer for how intensive the connection/bandwidth needed is because it depends on several factors, but a good range to expect is 28-100 kbps.

10. **What if I don't pay Annual Maintenance on a program/product?**

- a. Annual Maintenance (AM) must be current on all products hosted on the BMS Cloud.
- b. If you discontinue AM on a product that is hosted on the BMS Cloud, it will be removed from the BMS Cloud and may be relocated to your local workstation/server.

11. **When can I access my data on the BMS Cloud?**

- a. Data can be accessed 24/7 outside of the designated weekly maintenance window from 11:00 p.m. Saturday to 1:00 a.m. on Sunday (Mountain Time).
- b. Any other unexpected down times will be communicated via email as needed.

