

Care Systems Cloud Hosted Solution Frequently Asked Questions

This document has been prepared to assist users of Care Systems software. The information provided is general and may not be comprehensive for individual sites. It is the Users responsibility to ensure that the process is completed satisfactorily. Care Systems support services are available to assist should this be required.

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Minimum System Requirements

Q. How do we access Care Systems and does the data need to be downloaded locally?

A. Care Systems uses either a Remote App or Browser and does not need to bring the data down locally. The exception to that, is where ExtraCare, our Business Intelligence Software, exports data for reporting.

Q. What are the minimum internet requirements?

A. 5Mbps would be our minimum recommended bandwidth, and an additional 1.5-3Mbps per extra concurrent user.

Q. What are the minimum computer requirements?

A. We strongly recommend using Windows 10 or 11, but support any Operating System which is still supported by the Vendor. We highly recommend security updates are kept up to date on the machines.

The Machines should also have a Modern Web Browser installed as its default Browser (e.g. Chrome, Firefox, Safari, Edge)

Some functionality may be limited depending on the Operating System's support for RemoteApp. Support may also be more limited on non-windows operating systems.

Management of end user machines remains your responsibility.

Q. Can you offer Two Factor Authentication?

A. We can currently offer Two Factor Authentication if required using Duo. As this is a third party option there is an additional cost for this add on. If you have Two Factor Authentication at a Work Station level you may not need this now that we have confirmed that we use a Remote App.

Preparation & Migration

Q. What if I want to take a copy of my database before I run my pays or do my Financial Year End?

A. Care Systems Cloud clients can utilise the "Snapshot" function, built into Care Systems, to take an unlimited number of 'backups' when required.

Q. Can I access Care Systems from a Browser?

A. Yes, Care Systems can be accessed by a Browser; allowing you to access the system as required, from home, interstate etc. Giving you flexibility where other infrastructures may be affected. Examples of this are when many of our clients commenced working from home. During the last bush fires power outages may have impacted on critical business functions such as payroll. Accessing Care Systems from a Browser gave the

flexibility to perform payroll tasks off site seamlessly. COVID-19 is another example where portability become critical.

Q. What is the process for moving to the Cloud?

A. Moving to the Cloud is a smooth and simple process. We have over 85% of our clientbase in the cloud and have developed a streamline process to onboard new and existing clients. This includes: -

- An easy yet comprehensive Discovery Document will be provided to be completed by your organisation including input from your IT.
- Care Systems will take a copy of your system to commence setup whilst you continue to work without interruption on your on-premise server.
- One of our Care Systems Consultants will contact each user or your IT as required with the onboarding process. Ensuring that the contact is fully versed in how to access the Care Systems Cloud Environment.
- Care Systems will provide a short but comprehensive User Acceptance Document which will assist each user in being confident that they can access the Care Systems Cloud Environment and that all their normal processes work as expected. Your business may also have additional UAT that you wish to carry out at this point.
- Once UAT is completed, Care Systems will schedule the Live Cutover to the Care Systems Cloud.

Data, Upgrades & Growth

Q. Who is responsible for my backups?

A. Daily Backups with Monthly retentions are performed by Care Systems with servers being backed up off site on a daily basis. This is for Live Databases and not Read Only Databases.

Q. Who does the upgrades to our Care Systems Software?

A. Care Systems will undertake all upgrades ensuring that you are always on the latest version so that you can take full advantage of all new Features and Enhancements.

Q. Will the Care Systems Cloud look different to my users? Do they need training on anything to move to the cloud?

A. Care Systems looks the same and your users will not be challenged by changes in appearance. Printing and exporting are slightly different, as it is in all cloud environments. Care Systems Team ensure that during the on-boarding process the printing and exporting is clearly explained, ensuring a smooth transition to the Care Systems Cloud.

Q. Where is my data? Is it overseas?

A. Data is stored inside Australian sovereign borders and while we are talking about that; all our development and support services are provided by our employees in Australia.

Q. What if our business expands and needs more room?

A. The responsibility of looking after equipment is taken care of through the Care Systems Cloud Environment, leaving you to run your business without the distractions of infrastructure concerns.

Power Loss

Q. What happens if something catastrophic happens like a full grid power outage in the city where the Care Systems Cloud Environment is hosted?

A. Care Systems Cloud Environment is a fully mirrored service, thus ensuring the continuity of service in a situation like that.

Security & Cyber

Q. How do I know that the system is secure and protected from Cyber Attacks?

A. The Care Systems Cloud Environment has Windows Security Updates applied automatically.

ISO27001

Q. Is the Cloud environment ISO27001 certified?

A. We are Australian Taxation Office certified and currently undergoing ISO Accreditation.

Applications

Q. Does the ESS Portal, SMS, Care Systems Kiosk etc work in the cloud?

A. Care Systems fully supports all our modules including ESS Portal, SMS functionality, Care Systems Kiosk. Where there is a third-party time keeping device, that will remain on premise and information will be refreshed to the cloud.

Q. How do I apply scripts to update Fees and Subsidies or Tax Tables?

A. Care Systems will take care of all of this for you. Be assured that whenever Fees and Charges or Tax Tables etc need to be updated, Care Systems will apply the updated standard script to your system.